DOCUMENT RESUME

ED 288 536 IR 052 193

AUTHOR Hirshon, Arnold; And Others
TITLE ULS Joint Committee to Study Library Periodical Services. Final Report.
INSTITUTION Virginia Commonwealth Univ., Richmond.
PUB DATE 30 Sep 86
NOTE 80p.; For a summary of decisions based on this report, see IR 052 194.
PUB TYPE Viewpoints (120) -- Reports - Evaluative/Feasibility (142) -- Tests/Evaluation Instruments (160)

EDRS PRICE MF01/PC04 Plus Postage.
DESCRIPTORS *Academic Libraries; *Access to Information; Costs; Higher Education; *Library Circulation; Library Facilities; *Library Planning; Library Services; Library Surveys; *Periodicals; Questionnaires; *Reprography
IDENTIFIERS *Virginia Commonwealth University

ABSTRACT

Developed in response to issues raised about the circulation of bound periodicals, the cost of photocopies, and the condition of the photocopiers, this report of the Joint Committee to Study Library Periodical Services at the Virginia Commonwealth University libraries recommends goals for periodicals services for both campuses of the university. Following a discussion of the background of the report and the goals for periodicals services, recommendations are presented for the following areas: (1) photocopiers, including photocopy services, Vendacard, cost per copy, and quality and number of photocopiers; (2) circulation of bound periodicals, including linking, loan policies, and tattle-tape; and (3) open access to current periodicals, including location, construction, security of materials, and circulation control. Six additional general observations are also presented, and summaries of recommendations and proposed expenses are provided. Appendices include the charge to the committee and issues concerning access to periodicals; a 10-item bibliography; a periodicals survey of the academic and medical libraries of eight universities; cost comparisons of photocopier costs; and costs related to bound and unbound periodicals, including costs on linking, tattle-taping, etc., and renovation costs for open stacks. (KM)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

X This document has been reproduced as received from the person or organization originating it.

☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

ED288536

ULS JOINT COMMITTEE TO STUDY LIBRARY PERIODICAL SERVICES

- Final Report -

30 September 1986

Arnold Hirshon, Chair (ULS Technical Services and Automation Division)
Virginia Crowe, (ULS Public Services Division)
Carroll Hormachea (Department of Urban Studies)
Celeste Lynch (ULS Business Office)
Fred P. Orelove (School of Education)
Wesley J. Poynor (Department of Pharmacy and Pharmaceutics)
John H. Whaley (ULS Collection Management Division)

IR052193

BEST COPY AVAILABLE

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY
Arnold Hirshon
TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

ULS JOINT COMMITTEE TO STUDY LIBRARY PERIODICAL SERVICES

- Final Report -

- Table of Contents -

I. BACKGROUND....1

II. GOALS....3
A. Photocopiers....3
B. Circulation of Bound Periodicals....3
C. Current Periodicals....3

III. RECOMMENDATIONS....4

A. PHOTOCOPIERS....4
1. Photocopy Services....4
2. Vendacard....5
3. Cost-per-Copy....6
4. Quality and Number of Photocopiers....8

B. CIRCULATION OF BOUND PERIODICALS....10
2. Proposed Solutions....10
a. Linking....10
b. Loan Policies....10
c. Tattle-tape....10
3. Justification of Solutions....11
a. Linking....11
b. Loan Policies....11
4. Alternatives....12
a. Linking....12
b. Loan Policies....12
c. Tattle-tape....12

C. OPEN ACCESS TO CURRENT PERIODICALS....14
2. Proposed Solutions....14
a. Location....14
b. Construction....14
c. Security of Materials....14
d. Circulation Control....15
3. Justification of Solutions....15
a. Location....15
b. Construction....15
c. Security of Materials....15
d. Circulation Control....16
4. Alternatives....16
a. Location....16
b. Construction....16
c. Security of Materials....16
d. Circulation Control....16

D. MISCELLANEOUS....18

IV. SUMMARY OF RECOMMENDATIONS.....19

1. Photocopiers.....19
2. Circulation of Bound Volumes.....19
3. Open Access to Current Periodicals.....20
4. Miscellaneous Recommendations.....20

V. SUMMARY OF RECOMMENDED EXPENSES.....21

APPENDIX A: CHARGE TO COMMITTEE AND ISSUES CONCERNING ACCESS.....23

APPENDIX B: BIBLIOGRAPHY.....26

APPENDIX C: PERIODICALS SURVEY.....27

APPENDIX D: COST COMPARISONS OF PHOTOCOPIER COSTS.....69

APPENDIX E: COSTS RELATED TO BOUND AND UNBOUND PERIODICALS.....70

Appendix E 1: Costs of Linking, Tattle-taping, Etc. 70

Appendix E 2: Renovation Costs for Open Stacks (Cabell).....73

I. BACKGROUND

Prior to the formation of the Joint Committee to Study Library Periodical Services, the following transpired:

- November 12, 1985. Issues were raised in the ULS Director's Council about the circulation of bound periodicals, the cost of photocopies, and the condition of the photocopiers.

- November 19, 1985. At the Director's Council meeting it was noted that the Library Advisory Committee wanted further information on the pros and cons of allowing general access to unbound (current) periodicals stacks in Cabell Library (JBC). This was in response to a longstanding request from Ted Joseph (School of Mass Communications) to open the stacks. At this meeting, a number of questions concerning many other periodicals related issues were raised. From this discussion, a list of questions was prepared and submitted to the Director.

- December 3, 1985. The Director announced at the Director's Council that he would form a committee to investigate the questions raised, and to make recommendations on all of these matters. [See Appendix A for the committee charge and the list of questions.]

- March 5, 1985. The Joint Committee to Study Library Periodical Services is charged. The following members were appointed at that time or subsequently: Virginia Crowe (ULS Public Services), Arnold Hirshon (ULS Technical Services and Automation, chair), Carroll Hormachea (Department of Urban Studies), Celeste Lynch (ULS Business Office), Fred Orelove (School of Education), Wesley Poynor (Department of Pharmacy and Pharmaceutics), John Whaley (ULS Collection Management).

From March 5 through August 5, the committee met seven times to reach consensus on the issues.During that time, the committee did the following:

- Established working hypotheses (that circulation of bound volumes and open periodical stacks were desirable).

- Established operating assumptions (that all options were open; past practice was not a sufficient reason for future practice; and consistency of policies for both libraries was necessary for some issues (such as cost of photocopies), and desirable but not necessarily required for others). [These operating assumptions were later modified as part of the setting of goals (see section II below).]

I. BACKGROUND (continued)

- Performed a literature search. [See Appendix B for Bibliography.]

- Prepared and administered a questionnaire on the practices of other libraries in areas relevant to the scope of the committee. It was agreed that the libraries surveyed would include only state universities that had both an academic and medical library. Both urban and nonurban institutions were surveyed. [Results reported in Appendix C.]

- Investigated present photocopy costs and possible options (including equipment leasing and having an external company run photocopy services). [See Appendix D for Cost Comparisons.]

- Developed options and gathered data on all costs related to circulation of bound periodicals, including related costs [See Appendix E for fiscal issues related to bound and unbound periodicals.]

- Developed options and investigated costs related to open access to periodicals. [See Appendix E for fiscal issues related to bound and unbound periodicals.]

- Enumerated goals for periodicals services and placed those goals in priority order. [See section II of this report.]

- Prepared the series of recommendations contained in this report, as well as other supporting documentation.

A final committee meeting was held on September 19 to approve the final version of this document.

II. GOALS

The following are the recommended goals for periodicals services. Although all the goals are desirable, the committee has given preference to some goals over others in those cases where some of the goals are competing.

As a general goal, the committee wishes to reinforce the concept that ULS is a single library system serving both campuses equally. While the committee found that there were special needs of users on both campuses, the results of the committee report demonstrate that these needs can be met by a single set of policies and procedures for both libraries that more than adequately meets the needs of all users. Therefore, an over-arching goal of this report was to make recommendations without regard to library location.

A. Photocopiers

1. To lower the cost of copies (if possible).
2. To improve the quality of photocopies.
3. To replace photocopiers on a regular cycle so that all photocopiers are replaced within three to five years (either through purchase, lease, or as part of an outside service).
4. To increase the number of photocopiers available.
5. To increase use of Vendacard over coin-operated copiers.
6. To maintain copying revenue at a relatively stable rate, regardless of whether the service is run through ULS or contracted to outside service.

B. Circulation of Bound Periodicals

1. To provide maximum information from bound periodicals to the maximum number of users.
2. To keep to a minimum the mutilation of bound volumes.
3. To keep to a minimum the replacement costs for bound periodicals and time spent on those replacements.
4. To permit browsing of articles in bound volumes outside of library buildings.
5. To provide a reasonable price for photocopies as a reasonable alternative to circulation.

C. Current Periodicals

1. To keep theft of issues to a minimum.
2. To keep mutilation of issues to a minimum.
3. To reduce user frustration and time spent retrieving materials.
4. To increase ease of use.
5. To have maximum availability of materials for all types of patrons.
6. To keep staffing costs to a minimum.
7. To maintain high availability of materials regardless of when a patron might search for it.

III. RECOMMENDATIONS

A. PHOTOCOPIERS

1. Photocopy Services.

   a. Problem to Be Solved. Photocopying services are difficult and costly to maintain.

   b. Proposed Solutions.

      1. Continue ULS in-house management of copying machines (i.e., do not employ an outside vendor).
      2. Continue self-service copying services only (i.e., do not institute a ULS staff mediated copy service).

   c. Justification of Solutions.

      1. There are few benefits by contracting with an outside vendor. Although in-house management of copying equipment is timeconsuming and expensive to maintain, an outside vendor would require ULS to perform many or most of the activities that we do at present (such as changing paper, accounting, etc.). The net revenue realized, however, would be greatly diminished. Furthermore, some vendors (such as Xerox) would require ULS to use a proprietary charge card system instead of Vendacard, thus incurring a capital loss from switching over. Use of an outside vendor reduces ULS income, thus making it less possible to finance a lower cost-per-copy of photocopies as well as other related essential ULS services.
      2. The committee could discern no widespread interest in, or need for, a staff mediated photocopy service. According to the survey of other libraries, these services are not prevalent. If done without subsidy, the cost per photocopy would have to be so high as to deter patrons from using the service.

   d. Alternatives.

      The major alternative examined was contracting with an outside company for service, such as Xerox or CSI (Canon). As shown in Appendix D, use of such a service would result in a substantial decrease of net revenue and therefore is not recommended. The survey of other libraries also revealed another alternative available elsewhere: University maintenance of the machinery. University maintenance services for photocopiers does not exist at VCU.

   e. Recommended Implementation Date.

      As these recommendations require no change in policy, the effective implementation date should be immediate.

   f. Impact and Requirements.

      Continuation of present practice puts the greatest weight of responsibility on the Circulation Department for machine upkeep, and on the Business Office for accounting. No additional staff nor additional operating expenses are required.

III. RECOMMENDATIONS -- A. PHOTOCOPIERS (continued)

2. Vendacard.

a. Problem to Be Solved. There is insufficient incentive to use Vendacard, and there are not enough Vendacard machines in JBC.

b. Proposed Solution.

1. Expand the use of Vendacard on both campuses, including providing a preferential rate structure (see also section III.A.3.b below).
2. Install additional Vendacard machines as necessary (in particular, immediately install six additional machines in Cabell Library).
3. When all Vendacards are fully operational, only one coin-operated machine should remain at Tompkins-McCaw Library (TML) and two at James Branch Cabell (JBC) (one in the circulation area and one in the periodicals area).
4. See also related recommendations on pricing structure in section III.A.3.b (Cost-Per-Copy recommendations).

c. Justification of Solution. Vendacard services have been well received by the public, who have found the service to be far more convenient that coin-operated copiers. Vendacard also benefits the library because there are reduced bookkeeping and maintenance costs. Reduced costs per copy for volume users (i.e., those who use Vendacard), and particularly those who use interdepartmental fund transfers (IDTs) will encourage use of Vendacard, as well as reduce the likelihood of bound journal volumes needing to be circulated outside of the building.

d. Alternatives.

The primary alternative would be to continue with the present number of Vendacard machines as we have now. This alternative is not recommended because there is an insufficient number of machines to meet the expected demand. The other alternative, to return to the use of coin-operated copiers only, was dismissed because of the advantages of Vendacard cited above.

e. Recommended Implementation Date.

The pricing structure recommendations contained in section III.A.3 below will require additional Vendacard machines. It is recommended that the additional machines be purchased and installed by January 2, 1987, if possible.

f. Impact and Requirements.

The primary impact will be on the ULS Business Office for purchase and installation. After installation, both the Circulation Department and the Business Office share aspects of the sale of cards, bookkeeping and accounting. The additional Vendacard machines should reduce the net time spent for bookkeeping, etc. No additional staff is required.

Additional equipment requires a one-time expense for JBC. Six additional debit machines (at a cost of $1,567 each) cost $9,402. One additional credit vending machine in JBC costs $5,000. The total cost of expansion is $14,402.

III. RECOMMENDATIONS -- A. PHOTOCOPIERS (continued)

3. Cost-per-Copy.

a. Problem to Be Solved: Photocopy costs are perceived to be too high, particularly for VCU faculty and staff.

b. Proposed Solutions: Reduce photocopy cost per copy in situations when ULS costs are reduced (primarily when Vendacard is used). A tiered pricing structure is recommended, with incentives for using IDTs instead of cash, and incentives for using Vendacard instead of coin-operated copiers.

1. The recommended rate structure is as follows:

a. Vendacard:
   1. IDT charges: 6 cents per copy, with a 300 copy minimum per IDT (equivalent to $18.00).
   2. Cash-based services: 10 cents per copy.
b. Coin-operated charges: increase to 15 cents per copy.
c. Microform copies: follow the same pricing structure as above for print materials.

2. The committee recommends this price structure be in effect for as much as possible of the 1986-1987 fiscal year. The revenues and price structure should be reevaluated at the end of 1986-1987. After this reevaluation, information should be shared with the Library Advisory Committee if a readjustment in pricing is necessary.

c. Justification of Solution.

It is not possible to predict the effect on total revenues with this rate structure in place because no breakdown is available of present activity to show the number of photocopies being made by each user type (faculty, students, etc.) The expectation of the committee is that this price structure will result in a revenue neutral situation; increased volume of copying may offset the loss of revenue resulting from the reduced profit margin. Even if there is some loss of revenue, the committee still recommends this course of action because it should bring improved public relations for the library.

The recommended pricing structure should:

-- encourage more use of Vendacard (and IDT payments in particular) and less use of coin-operated copiers;
-- help ensure that non-University affiliated individuals who use the copiers will pay a higher cost per copy than VCU faculty, staff and students;

III. RECOMMENDATIONS -- A. PHOTOCOPIERS (continued)

-- reduce the pressure to circulate current issues of periodicals by making the copying costs more affordable;
-- reduce the loss rate of current periodicals (and therefore reduce the number of issues that must be replaced) because the cost-per-copy will be more reasonable;
-- encourage more user loyalty for ULS through the creation of the special IDT rate.

For microform copies, the cash charge of 15 cents per copy would provide full cost recovery per copy. However, it is recommended that ULS subsidize Vendacard purchased microform copies because:

-- the volume of copies from microforms is not great enough to generate any significant loss of income.
-- microforms copies are more of a nuisance to generate than print copies, and users should not be doubly penalized.
-- the earlier ULS collection development policy of purchasing microforms serial backfiles instead of maintaining the hardcopy subscriptions imposed an inconvenience on users. This inconvenience should be offset by a ULS policy for providing microform photocopies as a service rather than as a vehicle for revenues.

d. Alternatives.

Alternatives range from maintenance of the present rate schedule to adjustments in the specific rates recommended. Changes to the present rate structure are clearly indicated for the reasons cited above. As noted in the Justification, the rate structure proposed reflects the best estimate of the committee on maintaining the same revenues as at present, while still accomplishing the goals set forth.

e. Recommended Implementation Date.

It is recommended that the changes to the pricing structure be placed into effect as soon as the coin-operated machines can be adjusted and all Vendacard machines are in place. Although TML could implement these recommendations sooner than at JBC because all Vendacard machines are already available, ULS as an all-University service should wait to implement and announce the changes simultaneously for both campuses. Given the Vendacard recommendations above, this could occur by January 2, 1987.

f. Impact and Requirements.

There is an immediate need to print brochures that refer to the pricing structure, and to announce the change in rates through VCU Today, etc. There are no brochures now in existence. The effect on revenues is unknown, but should be reevaluated after one year.

III. RECOMMENDATIONS -- A. PHOTOCOPIERS (continued)

4. Quality and Number of Photocopiers.

   a. Problem to Be Solved: The number and quality of photocopiers is inadequate.

   b. Proposed Solutions. ULS should purchase or lease high volume photocopiers on a regular schedule to replace existing photocopiers.

      1. No specific recommendation is made on purchase versus lease because dynamic market conditions may cause one option to be less costly than the other at any given time. The ULS Business Office should be responsible for making a determination and recommendation to the Director each year for purchase or lease. If the cost to lease is approximately the same as purchase, lease may be preferred because of the improved flexibility when replacing machines.
      2. ULS should schedule the expense to purchase or lease new photocopiers at rate of three per year to replace existing machines.
      3. Purchase or lease should be made only of photocopy machines that are capable of continuously bearing high volume photocopy loads over a few years. ULS should write specifications and petition to separately bid these copiers off state contract if contract copiers are inadequate for the purpose.

   c. Justification of Solution. This recommendation would improve the quality of the photocopiers, increase patron satisfaction with the copying service (because of increased quality and decreased machine breakdowns), and would put replacements on a regular schedule for the first time (thus permitting services to be maintained at a high level). By improving a service that is so vital to faculty, some reassurance will be provided to faculty that the indirect cost recovery money the library receives is being wisely reinvested in a direct service for the benefit of the faculty.

   d. Alternatives.

      One alternative would be to maintain the present equipment at its present level. Given the complaints that have been received concerning the age of the machines, the quality of the copies, and the frequency of need of repair, this alternative is not recommended.

      Another alternative would be to replace machines, but at a slower rate. Given the present age of many of the machines in both libraries, as well as the poor performance of the newer machines purchased for TML, the recommended schedule is optimal both in terms of performance and budget. If this schedule is adopted, all copiers would be replaced in a five year cycle.

III. RECOMMENDATIONS -- A. PHOTOCOPIERS (continued)

e. Recommended Implementation Date.

If at all possible, the first three new machines should be leased or purchased during the 1986-1987 fiscal year. In general, the oldest machines or those having the greatest frequency of repair record should be replaced first. It is recommended that implementation begin no later than the beginning of the 1987-1988 fiscal year.

f. Impact and Requirements.

The primary impact is on the Business Office to coordinate purchase or lease, and installation. Public Services is responsible for any general instructions on the use of the new photocopiers. No additional staff is required.

The fiscal requirements are estimated to be $15,000 per year (3 copiers per year X $5,000 per copier). This should be a scheduled expense that would continue indefinitely.

III. RECOMMENDATIONS

B. CIRCULATION OF BOUND PERIODICALS

1. Problem to be Solved.

Faculty and graduate students on both campuses want to chargeout bound volumes of periodicals for relatively short periods of time.

2. Proposed Solutions.

Bound volumes should circulate through ALIS on both campuses for faculty and graduate students only. All bound volumes should be eligible to circulate without regard to imprint date.

The following measures must be taken to implement this recommendation:

a. Linking:

1. Link retrospective bound volumes upon circulation. This policy should be followed at the libraries on both campuses.
2. Link all new bound volumes as they arrive from the bindery, or as they are Thermabound (if the volume is incomplete).

b. Loan Policies:

1. Set the maximum loan period at 48 hours for bound periodicals on both campuses, with no renewals allowed. The maximum number of bound volumes that may be charged-out simultaneously should be the same number as for books (at present there is no limit).
2. Impose an overdue fine for periodicals of $5.00 per day, and a lost volume fine of $100.00. As each volume circulates, a special high visibility bookmark should be inserted that clearly indicates the fine and lost volume fees.

   At present, overdue notices are not sent until fourteen (14) days have elapsed after the item is due. ALIS only allows for setting a single notice production schedule for all types of materials (books, periodicals, media, etc.). If this fourteen day policy continues, the first notice for a bound periodical will carry an overdue fine of $70.00. The committee therefore recommends decreasing the number of days before a notice is sent to 7 days. This, however, will result in book notices carrying a charge of 70 cents, which is clearly less than the cost of generating the notice itself. The committee therefore further recommends reconsideration of the present overdue fine for books, such as to 25 cents per day, so that the first book notice received would be for a minimum of $1.75.

c. Tattle-tape.

1. Continue the present policy of tattle-taping all bound volumes in both libraries.
2. Use programmable tattle-tape in bound volumes on both campuses (at present JBC uses nonprogrammable tape).

III. RECOMMENDATIONS. -- B. CIRCULATION OF BOUND PERIODICALS (continued)

3. Develop special circulation desk procedures at JBC to allow patrons to take out retrospective volumes with nonprogrammable tapes. Such procedures should be nonobtrusive (i.e., should not call attention to the fact that the items are not passing through the gate) so as not to encourage users to circumvent the security system with other library materials.

3. Justification of Solutions.

Circulation of bound journals to faculty and graduate students at TML has been well received over the years, and indeed is a service that would meet with significant negative user reaction if ULS tried to end it. It is reasonable to extend this service to the faculty and graduate students on the Academic Campus. The reasons for circulating bound volumes at TML are the same for faculty at JBC, i.e., to permit more leisurely browsing of articles in bound volumes, and of entire bound volumes; and, to permit photocopying of bound volumes on other than ULS copiers. Although the lower photocopy rates the committee recommends may reduce the need for out-of-building use of bound volumes, it is not expected that this will completely eliminate the desire to use non-ULS copiers.

The primary reasons espoused against circulation of bound volumes are the possibility of increased mutilation and loss. Based upon circulation of volumes at TML, there does not seem to be any persuasive evidence at this time that mutilation or loss is seriously exacerbated through circulation. Results of the survey also support this conclusion.

a. Linking: At present at TML, bound volumes are circulated manually. Automated circulation is recommended to maintain a single circulation system and to accommodate a likely increase in circulation of bound volumes. Linking of bound volumes cannot be automatically achieved (as it could be for monographs); to attempt comprehensive retrospective linking would be costly and difficult. Although the cost data is provided in the summary of costs in section V and in Appendix E1, the committee does not recommend comprehensive linking. The committee recommendeds instead the continuation of the present library policy for linking of retrospective volumes, i.e., to link upon circulation. In accord with present policy, all new volumes would be linked as they are bound.

b. Loan Policies: The loan periods and fines are based upon the goals of providing maximum information to the maximum number of users. The loan period is restricted, provides no renewals, and bears a stiff penalty for nontimely return of materials. The use of the special bookmark will help to reinforce the importance of bound periodical volumes, and that such volumes are often irreplaceable.

The lost volume fee for bound volumes is higher than that for monographs because the cost of replacing a periodical is much greater; on average the $100.00 cost will represent a net loss in most cases for ULS, but is probably the highest rate we could actually collect.

III. RECOMMENDATIONS. -- B. CIRCULATION OF BOUND PERIODICALS (continued)

The changes in overdue fines for monographs will be necessary to accommodate in ALIS both circulation of bound volumes and monographs. The committee advocates the solution recommended as a reasonable and balanced alternative.

4. Alternatives.

The primary alternative is not to circulate bound volumes. In the survey of libraries the committee found some sentiment for such a policy. Given the longstanding policy of circulation at TML, however, and the press in some quarters on the Academic Campus for a similar such policy, the committee rejected this alternative.

Other alternatives affect the specifics of the proposal.

a. Linking. Both libraries could manually circulate bound volumes. Although this is current practice at TML, this is rejected because it leads to multiple circulation statistical reports and lesser control over materials. In addition, the entire process would have to be manual, including overdue notice production, fines collection, etc.

b. Loan Policies.

1. In the survey of those libraries that circulate bound volumes, the range of circulation periods was from one hour to one week. The committee believed that less than a day was probably too restrictive, more than two days was probably excessive.
2. In the survey, the average fine was $0.43 per hour; the fine recommended is equivalent to approximately one half the average, or $0.21 per hour. The fine chosen is not inviolate, but was chosen as a deterrent to abuse. An alternative lost fee would be the same as for monographs ($50.00), however this would fail to recognize that replacement costs of periodical volumes is significantly higher than for monographs.

c. Tattle-tape. Whether or not bound volumes are circulated, it was agreed that there is no alternative to tattle-taping as a security measure: it should be a requirement. The only alternative considered (briefly) was to remove nonprogrammable tapes in the existing JBC bound volumes and replacement with programmable tapes. Given the library materials preservation implications of removal or rebinding, as well as the expense, this alternative was easily rejected.

5. Recommended Implementation Date.

The recommendations do not represent major changes in circulation procedures nor in the use of ALIS programs. There will need to be some special procedures developed in the Bibliographic Control Department for linking serials (both new volumes and those that are emergency circulated). Implementation of these recommendations should probably be accommodated within one fiscal quarter of the date of acceptance.

III. RECOMMENDATIONS. -- B. CIRCULATION OF BOUND PERIODICALS (continued)

6. Impact and Requirements.

The Circulation Department staff at JBC and TML will need to be trained to circulate bound periodical volumes through ALIS, and to insert special bookmarks at the time of circulation. This will involve normal circulation of linked volumes, and emergency circulation of unlinked volumes. The Automated Systems Department will need to create and alter circulation parameters to accommodate periodicals. No additional staff is recommended for either department.

The Bibliographic Control Department will be required to link all new periodical volumes upon binding. The staff costs for this operation are expected to be relatively low and therefore should be absorbed by the Department. In addition, Bibliographic Control will have to link any volumes that are emergency circulated. Comprehensive linking of the bound periodical collection is not recommended at this time. The data included in Appendix E 1 suggests that staffing costs for retrospective linking on circulation will be relatively low (in part because the number of volumes circulating per year is expected to be relatively low). Therefore, although some additional staff may be required for these operations, it is expected to be minimal and no increase is recommended at this time.

No additional other operating costs are required for implementation of these proposals.

III. RECOMMENDATIONS

C. OPEN ACCESS TO CURRENT PERIODICALS

1. Problem to be Solved.

   Users of current periodicals at all levels wish to browse current issues of periodicals easily, both to find multiple articles in different journals, as well as to see an entire backrun of a particular journal. Any accommodation of this problem must recognize that many users are interested in the same issues of journals, and theft and mutilation must be kept to a minimum.

   The workspace in the JBC periodicals/microforms reading room is inadequate.

2. Proposed Solutions.

   a. Location. Open current periodicals stacks to all users on both campuses.

   b. Construction. No changes are required at TML. Only minimal reconfiguration of the JBC current periodicals stacks and reading room is essential to accommodate open access. Future renovations are recommended to provide additional quiet workspace for users.

      Sample construction alternatives are enumerated in Appendix E 2. Although it does not meet optimal needs, Plan B can be implemented immediately, at less cost and with less disruption than Plan A. Immediate implementation of this plan is therefore recommended.

      After examining cost data and shelving arrangements at other libraries, the committee recommends continued use of the present shelving arrangements, i.e., flat shelving at Cabell Library and display shelving at Tompkins-McCaw Library.

   c. Security of Materials.

      1. Begin immediate tattle-taping of all issues of current periodicals as they are received. Retrospectively tattle-tape current periodicals that are of high use or vulnerable to theft.
      2. Allow building use only for current periodicals in both libraries.

   d. Circulation Control. No identification should be required to use current periodicals. No circulation record needs to be maintained.

III. RECOMMENDATIONS — C. OPEN ACCESS TO CURRENT PERIODICALS (continued)

3. Justification of Solutions.

a. Location. As noted earlier, all levels of users of current periodicals at both libraries wish to browse current issues of periodicals easily. Open stacks have been the practice for many years at TML. Tattle-taping of current issues should minimize any theft problems.

All academic and medical libraries in the survey indicated that they maintain open stacks; if given a choice all but one would continue to maintain open stacks. Furthermore, through adoption of this recommendation, four of the goals listed for current periodical access enumerated above would be achieved: to reduce user frustration and time spent retrieving materials; to increase ease of use; to have maximum availability of materials for all types of patrons and, to keep staffing costs to a minimum.

b. Construction.

Sample construction alternatives are enumerated in Appendix E 2. Plan A meets optimal needs and is recommended as the longterm solution to the space problems. It is not endorsed for immediate action, however, because the committee recognized that other factors will probably have to be considered as part of a reconfiguration (such as the future location of secured area shelving). Some of these factors fell outside of the scope of the committee.

Plan B, however, could be implemented immediately, at less cost and with less disruption than Plan A. Immediate implementation of this plan is therefore recommended. No expansion of the aisle space is required because it already conforms with fire and handicapped access. Only the service desk would need to be relocated to provide closed stacks for reserve materials.

The present periodicals, etc. reading room space at JBC has been insufficient since the move in August 1985. Whether stacks are made open or not, the committee recommends expansion of reading room space. Expansion would be particularly helpful if the stacks are opened because there would be less need for patrons to remove the journals from the reading room area. Plan B is recommended here only as an interim solution until the other ULS issues are resolved that would permit Plan A (or a similar plan to expand reading space) to be implemented.

c. Security of Materials. Tattle-taping should reduce the number of lost issues, and is a reasonable, relatively inexpensive precaution against theft. Additional security is particularly important if the stacks are to be open at either library.

III. RECOMMENDATIONS — C. OPEN ACCESS TO CURRENT PERIODICALS (continued)

Issues of current periodicals are often sought by many patrons on the same day. Unlike bound periodicals, building use only for current periodicals is recommended. Building use only is also a necessary step to meet many of the goals enumerated, including: reducing user frustration attempting to retrieve materials that may not be available in the building; increasing ease of use; having maximum availability of materials; keeping staffing costs to a minimum; and maintaining high availability of materials.

d. Circulation Control. At present at TML there are open stacks; no identification is required to use current periodicals, nor is any circulation record maintained. With the opening of JBC stacks, this policy should prevail at both libraries. Not to do so would be unwieldy because OCR labels would have to be placed into each issue, and circulation controlled through ALIS. This would significantly increase both Circulation and Technical Services staff costs.

Through both the survey conducted by the committee, as well as recent informal site visits of open periodical stacks at the general academic libraries of UNC Chapel Hill, Duke University and Washington University, there is every reason to believe that open stacks with no chargeout should not cause significant problems. Security for the materials will result from the placement of tattle-tape into each issue, and is not required through the circulation process.

4. Alternatives.

a. Location. The only alternative seriously considered was to maintain the present open stacks policy at TML and semi-closed stacks policy at JBC. The justification given above was ample reason to discontinue the closed stack policy at JBC, and to adopt a uniform policy for both campuses.

b. Construction. One alternative considered was to leave the current periodicals on the second floor of JBC, and to move microform services to the first floor close to government documents. This was advanced because the growth in microform use is likely to be in the area of government documents. The committee did not endorse this recommendation, however, because of the large number of split backruns of serials (i.e., some portions of the journal backfile is on microform, some in hardcopy), and the desire to keep hardcopy and microform volumes as near to each other as possible. The alternative was also rejected because it would likely increase the staffing required to run two separate operations, and would probably involve a higher construction and electrification costs.

c. Security of Materials. There was only one alternative: not to tattle-tape. This alternative was rejected because the committee believes this measure of security control is equally valid for journals as it is for all monographs. There was no persuasive reason for tattle-taping all library materials for which there is open access materials, but not to do this for current periodicals.

III. RECOMMENDATIONS -- C. OPEN ACCESS TO CURRENT PERIODICALS (continued)

d. Circulation Control. No alternatives are recommended at this time. The rate of lost or highly mutilated issues should be examined after one year of this policy being in place. Based upon this information, the policy may need to be revised at that time.

5. Recommended Implementation Date.

It is recommended that construction for open stacks at JBC be completed within the 1986-1987 fiscal year, and if possible before the second semester. Thereafter, open stacks should be implemented immediately. Tattle-taping of current issues should begin immediately.

6. Impact and Requirements.

Public Services will be responsible for coordinating any changes to the physical facilities at JBC, including development of a final floorplan and overseeing the project to completion. The estimated cost for Plan A construction is $9,195. If Plan B is followed, the cost would be $3,245. Possibly offsetting this cost, Public Services may realize some gain in staffing because there is no chargeout nor paging of current periodicals at JBC. This gain, however, may be obviated by an increase in the amount time required for stack maintenance and reshelving. At this time, the committee recommends no change in staffing; staffing should be re-examined after six months to one year of open stack access. There would be no staff or operating costs involved at TML.

The Processing Control Department will be responsible for inserting tattle-tapes into each newly checked-in issue of a periodical. Staffing cost increases will amount to $2,489 per year, and the additional tattle-tape required will cost $5,654 per year, for a total of $8,143.

III. RECOMMENDATIONS

D. MISCELLANEOUS

During the deliberations of the committee, the following observations were made in brief. Although they were not part of the formal charge, the following general observations are offered:

1. There is a pressing need for policy and procedures manuals for periodicals staff, and the manuals should be created immediately.

2. Significant efforts should be expended to improve the training of the periodicals staff (including student assistants), and the quality of the services provided.

3. Public Services should consider providing additional services, such as providing staplers at each photocopier on both campuses.

4. The quality of the binding of bound volumes should continue to be monitored, and the bindery firm should be changed if necessary to improve quality.

5. The signage in current and bound periodicals areas should be improved, and information should be distributed about the circulation and use policies (such as about the fine or overdue policies).

6. Public Services should consider treating the current and previous day's newspapers as reserve materials rather than shelving them in the open current periodicals area.

IV. SUMMARY OF RECOMMENDATIONS

1. Photocopiers.

   a. Photocopy Services.

      1. Continue ULS in-house management of photocopy machines.
      2. Continue only self-service copying services.

   b. Vendacard.

      1. Expand the use of Vendacard on both campuses, including providing a preferential rate structure.
      2. Where necessary, install additional Vendacard machines. In particular, install six additional Vendacards in JBC.
      3. When all Vendacards are fully operational, only one coin-operated machine should be left in each building (i.e., TML and JBC).

   c. Cost-per-Copy. The recommended rate structure is as follows:

      1. Vendacard copies:
         a. IDT: 6 cents per copy (300 copy minimum per IDT, equivalent to $18.00).
         b. Cash-based copies: 10 cents per copy
      2. Coin-operated copies: 15 cents per copy.
      3. Microform copies: same as above.

   d. Quality and Number of Photocopiers.

      1. ULS should purchase or lease high volume photocopiers to replace existing copiers. This should be done on a regular schedule (three copiers per year).
      2. No specific recommendation is made on lease versus purchase.

2. Circulation of Bound Volumes.

   a. Linking:

      1. Link retrospective bound volumes upon circulation.
      2. Link all new bound volumes as they are bound.

   b. Loan Policies:

      1. Maximum loan period: 48 hours (no renewals allowed). No limit on the number of bound volumes that may be checked-out simultaneously.
      2. Overdue fine: $5.00 per day. Lost volume fine: $100.00. A special bookmark should be placed in each circulating volume indicating the cost of the overdue fine and lost volume.
         Decrease the number of days before a notice is sent to 7 days, and consider increasing the present overdue fine for books, such as to 25 cents per day.

IV. SUMMARY OF RECOMMENDATIONS (continued)

c. Tattle-tape.

1. Continue tattle-taping all bound volumes for both libraries.
2. Use programmable tattle-tape in bound volumes on both campuses.
3. Develop special, nonobtrusive, circulation desk procedúres at JBC to allow patrons to take out retrospective volumes with nonprogrammable tapes.

3. Open Access to Current Periodicals.

a. Location. Open current periodicals stacks to all users on both campuses.

b. Construction.
1. No changes are required at Tompkins-McCaw.
2. Reconfigure JBC periodicals.
   a. Immediately implement Plan B (movement of service desk and creation of closed reserves area).
   b. Implement Plan A (additional reading room area) as soon as is practical.
3. Continue present shelving arrangements (flat shelving at JBC Library and display shelving at Tompkins-McCaw Library).

c. Security of Materials.

1. Begin immediate tattle-taping of all issues of current periodicals as they are received, as well as retrospective taping of selected high use titles.
2. Allow building use only for current periodicals in both libraries.

d. Circulation Control. No identification will be required to use current periodicals. No circulation record will be maintained.

4. Miscellaneous Recommendations.

a. Policy and procedures manuals should be developed for periodicals staff.
b. The training of the periodicals staff (including student assistants), and the quality of the service provided, should be improved.
c. Public Services should consider providing additional services, such as providing staplers at each photocopier.
d. The quality of the binding of bound volumes should continue to be monitored, and the bindery firm should be changed if necessary to improve quality.
e. Improve the signage in current and bound periodicals areas, and distribute information about the circulation and use policies (such as the fine or overdue policies).
f. Consider keeping on reserve the current and next day's newspapers at both TML and JBC.

V. SUMMARY OF RECOMMENDED EXPENSES

Recommendation	Staff		Operating		Total	
	One-Time	On-going	One-Time	On-going	One-Time	On-going
Vendacard			$14,402		$14,402	
Quality and No. of Photocopiers			$15,000	$15,000	$15,000	$15,000
Linking Bound Volumes	$ 9,295*	$ 769*	$ 2,360*	$ 146*	$11,655*	$ 915*
Replace Bound Volumes		$ 1,070*		2,820*		$ 3,890
Construction: JBC Current Periodicals						
PLAN A: Expand space			$ 9,195*		$ 9,195	
PLAN B: Same space			$ 3,245		$ 3,245	
Tattle-tape Current Issues		$ 2,493		$5,654		$8,147
TOTAL						
PLAN A:	$ 9,295	$ 4,332	$35,007	$23,620	$44,302	$27,952
PLAN B:	$ 9,295	$ 4,332	$40,957	$23,620	$50,252	$27,952
*** RECOMMENDED: NEW EXPENSES**	**$ 0**	**$ 2,493**	**$32,647**	**$20,654**	**$32,647**	**$23,147**

* NOTE: The RECOMMENDED costs all represent recommended additional (new) expenditures above present budgeted expenses. Items shown in the chart with asterisk (*) on chart have been omitted in the tabulation of the sums of the column for the RECOMMENDED expenses for reasons explained in the body of the report.

APPENDICES

Appendix	Page Numbers
A - Charge to Committee and Issues Concerning Access to Periodicals	23 - 25
B - Bibliography	26
C - Periodicals Survey	27 - 68
D - Cost Comparisons of Photocopier Costs	69
E - Costs Related to Bound and Unbound Periodicals	
E.1. Cost Itemizations for Linking, Tattle-taping, etc.	70 - 72
E.2. Renovation Costs (Cabell Library)	73 - 74

APPENDIX A: CHARGE TO COMMITTEE AND ISSUES CONCERNING ACCESS TO PERIODICALS

Charge: From Memorandum from William Judd (Director, University Library Services) to the Joint Committee to Study Library Periodical Services dated March 15, 1986:

> Your deliberations, although initiated by a concern of Ted Joseph, School of Mass Communications, will necessarily supercede this concern and deal with other aspects of access to periodicals. To that end, I include a copy of a document which Arnold Hirshon prepared subsequent to a Director's Council discussion on the issue.

ISSUES CONCERNING ACCESS TO PERIODICALS
(alh 11-19-85)

I. Photocopiers.

A. Cost of Photocopies: What should be the cost of photocopies in the library?

1. Should the cost be consistent for all groups (faculty, grad students, undergrads, special borrowers)? Why?

2. Should the cost be consistent across campuses? Why?

3. Might we make up in volume what we lose in profit margin if the profit is still reasonable (e.g., 100%) Why?

4. What are the collection preservation implications concerning our present 10 cent photocopies of any change to the present policy? Why?

5. What are the public relations implications concerning our present 10 cent photocopies of any change to the present policy? Why?

6. What do other libraries do concerning charges, and why?

7. Is the University willing to subsidize a lower photocopy cost, or at the least lower the expectation as to how much needs to be collected by the service?

B. Quality and Number of Photocopiers Required.

1. How many additional photocopiers are needed on each campus to provide adequate service?

2. Who should provide the service (i.e., should ULS run the service or contract it out to a third party such as Xerox)?

3. If a third party were to be brought in, what would be the implications in terms of the new Vendacard equipment? Should we continue to purchase? Should we amortize equipment for 2-3 years, and then switch over? Should we take as an immediate loss?

APPENDIX A: CHARGE/ISSUES (continued)

4. Should "mediated" photocopy services be provided on either campus, and if so:

   a. would the patron required to bring the bound volume or issue to the service point to have the photocopy made, or would we retrieve the item?
   b. what would be the hours that the service would be available?
   c. would there be document delivery or must patron pick up (or send only through campus mail)?
   d. how would billing be performed?
   e. how would the service be supported (i.e., through ULS for staffing, or self-supporting from fees)?

5. What are the internal costs of photocopying within ULS, and are there any implications in terms of the other general public access issues?

II. **Circulation of Bound Volumes.**

A. What are the general pros and cons of circulating bound volumes, and what are premises upon which the present policy is based?

B. Should the charge be consistent for all groups (faculty, grad students, undergrads, special borrowers)? Why?

C. Should the circulation policy be consistent across campuses? Why?

D. What are the collection preservation implications concerning our present bound volume circulation policy of any change to the present policy?

E. What are the public relations implications concerning our present bound volume circulation policy of any change to the present policy?

F. What do other libraries do concerning circulation of bound volumes in medical and academic libraries, and why?

G. Is there a correlation between the cost of photocopies and the desire for circulation of bound volumes? Might a lower cost per photocopy obviate or minimize the need for circulation?

H. If circulation of bound volumes remains a policy for one or both campuses, what should the policies be concerning:

   1. what approach should be taken toward linking all volumes and circulation via ALIS? What are the practical ramifications of such a decision, e.g.,

      a. would linking be done comprehensively or on the fly?
      b. Who would be responsible for managing the serials maintenance records?
      c. Would the work be done on a project basis?

APPENDIX A: CHARGE/ISSUES (continued)

2. which groups may circulate materials?

3. the circulation period for each group?

4. the overdue charges for each group?

5. enforcement of the overdue charges?

6. how would overdue notices be sent if the circulation period were short (e.g., two days)? Would they follow the normal policy or would there be a special policy?

7. the security taping (tattle-tape) of bound volumes: cost of materials and workload?

III. **Open Stacks for Current Periodicals.**

A. What are the general pros and cons of open stacks, and what are premises upon which the present policy is based?

B. Should the be consistent for all groups (faculty, grad students, undergrads, special borrowers)? Why?

C. Should the circulation policy be consistent across campuses? Why?

D. What are the collection preservation implications concerning our present policy or of any change to the present policy?

E. What are the public relations implications concerning our present policy or of any change to the present policy?

F. What do other libraries do concerning open stacks in medical and academic libraries, and why?

G. From existing lists of issues missing from volumes to be bound, is there an observable difference between the loss rates between JBC (with semi-closed stacks) and TML (with open stacks)?

H. Assuming an increase in missing issues, what are the expectations as to the nature of the problem and what measures would need to be taken concerning:

1. staff to track, order, and check-in replacement issues?

2. the inability to locate replacements for all missing issues?

3. the increased cost to pay for replacement issues?

4. whether or not each issue should receive a security strip?

   a. what would this require in terms of increased resources (staff, cost of materials)?
   b. what problems would be presented in terms of permanent binding?

APPENDIX B: BIBLIOGRAPHY

Binding Operations in ARL Libraries. (SPEC Kit no. 114). Washington, D.C.: Association of Research Libraries, Office of Management Studies, Systems Procedures and Exchange Center, 1985.

Collection Security in ARL Libraries. (SPEC Kit no. 100). Washington, D.C.: Association of Research Libraries, Office of Management Studies, Systems Procedures and Exchange Center, 1984.

Fees for Service. (SPEC Kit no. 74). Washington, D.C.: Association of Research Libraries, Office of Management Studies, Systems Procedures and Exchange Center, 1981.

Martin, Ron G. "Current Trends of Periodical Circulation Policies Relative to Attitudes by Librarians Toward Causes of Mutilation and Theft in 92 Four Year Colleges and Universities." ERIC document ED069724.

Rovelstad, Mathilde V. "Open Shelves/Closed Shelves in Research Libraries." College and Research Libraries 37(September 1976):457-467.

Saffady, William. "Evaluating Coin-Operated Copying Equipment for Library Applications." Library Resources and Technical Services 20(Spring 1976):115-122.

Shill, Harold B. "Open Stacks Library Performance." College and Research Libraries 41(May 1980):220-226.

Tracy, Joan. "Automated Circulation of Unbound Periodicals: A Survey of Practices." Library Hi Tech 1(Winter 1983):68-78.

Van Toll, Faith. "A Cost Analysis Comparison of University Funded Faculty Facsimile Service and Faculty Journal Circulation Privileges." ERIC document ED069315.

Walker, Gay. "Preservation Efforts in Larger U.S. Academic Libraries." College and Research Libraries 36(January 1975):39-44.

The Committee gratefully acknowledges the work of JBC Information Services Department, which generated an online search upon which part of this Bibliography has been assembled.

ULS Periodicals Survey

Survey Results

The academic and medical libraries of the following institutions were surveyed: State University of New York at Buffalo; University of Colorado; University of Florida (medical only; academic did not respond); University of Illinois at Chicago; University of California at Irvine; State University of New York at Stony Brook; University of North Carolina at Chapel Hill; University of Virginia; and, Wayne State University.

I. PHOTOCOPIERS.

A. Cost of Photocopies:

1. **What does the library charge per photocopy (from hardcopy, not microform)?**

   For self service copiers, 59% of the respondents indicated that there were at least two different prices, one for a Vendacard (or auditron) operation, and one for coin-operated Mediated services (offered by 47% of the institutions) brought a third tier.

   Coin-operated (coin-op): the average price was $.086 per copy. Only 35% offered copies at a price under $.10 (and all were $.05). 59% had prices at $.10.

   Vendacard: The average price was $.066 per copy, and the maximum was $.08. At Illinois (Academic), the Cost is $1.00 for the first 11 copies using Vendacard; re-coding is $1.00 for 15 copies.

   Other: At UNC (Medical) the Charge for University accounts with requisition is $.07 per 500 or $.065 for 500-1000 copies. The charges are the same for the North Carolina Memorial Hospital. For Research Triangle Park users, the charge is $.11 per page (up to 500) or $.10/page for 1000 copies on a copy card.

   At Virginia (Academic) copies cost $.04 copies with auditron and there is a monthly charge ($150.00 annual minimum usage). A deposit is required for the auditron.

2. **Is the cost consistent for all groups (faculty, graduate students, undergraduates, university staff)? If not, what are the differences?**

   It was difficult to grade this question because there were so many separate responses for medical libraries from their academic libraries. The question was intended to reflect whether the institution practice was consistent, not the library itself. Nonetheless, no institutions responded that they differentiate on the basis of group.

I. PHOTOCOPIERS (continued)
A. Cost of Photocopies: (continued)

3. Is the cost consistent for all libraries on campus (e.g., academic vs. medical libraries)

It was difficult to grade this question because there were so many separate responses for medical libraries from their academic libraries. The question was intended to reflect whether the institution practice was consistent, not the library itself. For this reason, responses are shown only for academic libraries; if the medical and academic practices differed, the rating for category is 10. If the practices were the same, the rating is 1. Four pairs of institutions (eight of the 17 respondents) showed differing practices.

4. What are the factors that determine the charge?

The factors were affected by whether the library was responsible for providing the service, or whether an outside service provided the service. For instances where the library provided the service, the following factors were cited:

-- to pay back costs of machine and operation (Buffalo; Col - Med.; Florida - Med.; Irvine - Acad.; Irvine - Med.; VA - Med.

-- raised charge from $.05 to $.10 in 1985 because a survey showed that their charges were low for the area and that they needed to upgrade their equipment. (Stony Brook - Acad.)

-- the lower cost of photocopies with Vendacards ($.047 per copy) is used as a strong justification for not circulating journals. There has also been a 25% decrease in the one hour borrowing. (UNC - Med.)

In instances where an outside vendor provided the service, the vendor set the price. In some cases the library did not share in the profits (Col. - Acad.; UNC-Acad.; VA - Acad.). In another case, the University wrote a contract with a private service and went with the low bid (charge of $.10 per copy card) (WSU)

5. Does the University subsidize the cost of photocopies? If so, how much?

Only in one case was there a subsidy, but that "subsidy" consisted of staff time. (Stony Brook)

I. PHOTOCOPIERS (continued)
B. Quality and Number of Photocopiers Required.

1. Does the library coordinate the maintenance of its own photocopiers, or is all work performed by an outside service?

65% do employ an outside vendor. Of those that do, some noted that they have had good experiences (Irvine - Acad.) with staff, and with good experience with the repair vendor (IBM used by Irvine - Med. and UNC - Med., both of whom reported excellent service.)

If photocopiers are maintained by a service:

1. What is the name of the service?

- Xerox (Buffalo; Florida - Med.)
- Kinkos (Col. - Acad.)
- Copyvend (a local company). (Col - Med.)
- Dual Office Systems (local company in University Park, IL). (ILL - Acad.)
- Service Assurance Corp. (ILL - Med.)
- University of North Carolina Duplicating Services (do all work, including maintenance and repair.)(UNC - Acad.)
- University Printing Services. (VA - Acad.)
- Classic Business Products (local). (The vending card used on photocopiers is also used on campus to pay for telephones and parking lots. (WSU)

2. What has the experience been (good points, bad points)?

Those using an external service have largely been satisfied with it (Buffalo; WSU; ILL - Acad.) Where the service has not been good, it is attributable to old equipment, which a small company or University run services are less likely to replace (UNC - Acad.; Col - Med.)

I. PHOTOCOPIERS (continued)
B. Quality and Number of Photocopiers Required. (continued)

2. What is the number, type (brand), and model of copiers are used, and is the library generally pleased or displeased with them?

Location	Number	Brand/Model	Pleased?
Irvine-Acad.	7	IBM model 60	very pleased
Irvine-Acad.	26	IBM model II	very pleased
Irvine - Med.	4	IBM	need better charge mechanisms
UNC - Med.	9	IBM II	good, but old
UNC - Med.	2	IBM III	excellent
VA - Acad.	?	IBM II	not in use; too old
Stony Brook	7	OCE	very good
Stony Brook	7	Pitney Bowes	disasters
Col. - Acad.	?	Ricoh	pleased
Col - Med.	1	Ricoh 6200	good
Col. - Acad.	?	Savin	pleased
Irvine-Acad.	?	Savin	liked these as well as IBM
Col - Med.	2	Savin	bad
UNC - Acad.	16	Savin	pleased for 3 yrs., now too old
VA - Acad.	3	Savin 5030	not as good as Xerox, act up occasionally)
Ill-Acad.	16	Saxon PanasonicSX3	very pleased
Col - Med.	5	Sharp	"not bad"
Ill-Med.	15	Sharp	fairly pleased
VA - Med.	2	Sharp 900	don't like these at all
WSU	35	Sharp	pleased
Buffalo	12	Xerox 1045	pleased (all new; good quality)
Florida-Med	1	Xerox 4000	coin-op is "good, but old,"
Florida-Med	1	Xerox 4000	auditron: good w/new features
Stony Brook	3	Xerox 4000	pretty good
VA - Acad.	7-8	Xerox 4000	very old, but liked them
VA - Acad.	3	Xerox 1045	so far, ok
VA - Med.	6	Xerox 4000	very pleased

3. What is the approximate number of photocopies made for public use.

Not all institutions reported a figure. In this report, all figures were normalized to use a yearly measure. Of institutions reporting, the yearly average number of copies was 1,814,609, which is close to the VCU average of 1,920,000. There was a wide range, however, with a suspiciously high figure of 4,607,395 for Irvine (Academic), that caused there to be a high standard deviation.

I. PHOTOCOPIERS (continued)
B. Quality and Number of Photocopiers Required. (continued)

4. Does the library have only "self-serve" photocopiers, or is there also a "mediated" photocopy service?

Of those responding, 53% indicated that they had mediated photocopy services available. Of those that did, three of the pairs had the service available at both the academic and medical libraries (UNC, Virginia, and Wayne State), one had the service at the medical but not academic (Buffalo), and two had the service at the academic but not medical (Illinois, Irvine). Where offered, the cost of mediated copies is typically much higher than for self service copies (whether coin-op or Vendacard). For example, Irvine doubles its charge from $.05/page to $.10, WSU charges $3.00 per request, and UNC Medical goes from $.10 to $.25 per page, plus they hold the borrower's card. UNC Medical also noted that use of this service has gone down by 25% since the installation of Vendacard.

Not many comments were offered as to whether the service was necessary or not. Irvine (Academic) noted that with a high volume they are able to maintain good service and have a profit sufficient to support it properly.

Although the question was not asked, those who did not have the service typically said that such services are expensive to run and have too many staffing problems. It is therefore not surprising that 60% of those institutions providing mediated service also have their photocopy services coordinated by an outside agency (which is often responsible for the mediated service as well).

-- If there is a mediated service:

a. what are the hours that the service is available?

Service hours are often Monday through Friday, from around 8:00 am to 4:30 or 5:00 pm. Only Buffalo and Irvine (Acad.) went significantly beyond that (to closing M-F at both locations, and weekend hours at Irvine).

b. is billing performed?

Billing of some type is performed at all locations. Some only bill faculty or departments, or on the basis of established accounts.

5. Miscellaneous comments:

Respondent was on a committee at University of Illinois (previous job) which studied photocopy services and recommended transferring all photocopy activity to a vendor. (Col. - Acad.)

Have leasing equipment; now State requires purchase. (Florida - Med.)

Need slant edge on machine to protect bindings. Sharp has bevel edge. (ILL - Acad.)

I. PHOTOCOPIERS (continued)
B. Quality and Number of Photocopiers Required. (continued)

5. Miscellaneous comments: (continued)

Library receives 11% of cash and 11% of card copies X $.055. They have been offered up to 20%. [Library income = $12,705; 20% = 23,100] (ILL - Med.)

Four copy centers open, with a 5th scheduled to open soon. University Printing Service provides copying, binding, cutting, punching, microfilming and photography. (VA - Acad.)

Copy cards sold M-F 8:00 am - 5:00 pm.

II. CIRCULATION OF BOUND VOLUMES

A. Does the library circulate bound volumes? Why or why not?

Of those responding, 66% circulate bound volumes, although often only to faculty and graduate students. In two cases (Irvine Academic, Colorado Medical), no circulation is possible for materials based upon their age (i.e., material may circulate only if it is more than 5 or 13 years old, respectively). There are also occasional limits on a few high use journals, or double subscriptions maintained.

Only Stony Brook (Academic and Medical) and Wayne State (Academic and Medical) did not circulate bound volumes. The former cited the reason as tradition, while the latter conducted a study in 1972, and stopped circulation as a result. Wayne State cited the need for in-building access as the reason for lack of circulation.

Some of the reasons cited for allowing circulation of bound volumes included:

- as a courtesy to faculty and grad students. Undergraduates may check out volumes occasionally if a good reason is provided. (Buffalo)
- faculty and students have requested it. (Florida - Med.)
- commuter campus; students need access, and so do faculty. (ILL - Acad.)
- it gives the patrons opportunity to make photocopies. No renewals are allowed. (ILL - Med.)
- for convenience, and to minimize frustration. (Irvine - Med.)
- to allow departments to use their own copiers, to allow researchers and faculty to take journals and read in leisure, and because a photocopy may not reproduce an illustration or photograph well enough. (VA - Med.)

B. If the library <u>does</u> circulate bound volumes:

1. If the answer to the above question was YES: what are the circulation policies on:

a. loan periods

Loan periods were fairly standardized, with few institutions allowing circulation only to faculty or graduate students. The loan periods were highly variable. The shortest period was one hour (UNC Medical), with some exceptions made (e.g. for illustrations) by appointment. Return is still required by 5:00 pm. Three institutions allow loans for one day, one for two days, four for three days, and three for one week. Loans are occasionally nonrenewable, typically for undergraduates.

II. CIRCULATION OF BOUND VOLUMES (continued)

B. If the library does circulate bound volumes:

1. What are the circulation policies on: (continued)

b. fines: are fines assessed? If so, under what conditions? What is the charge?

Four respondents that circulate bound volumes do not charge a fine for late returns, but they bill the patron for replacement if the material is lost (with the lost/replacement fee of $50.00). All others (n=9) have an average charge of $.43 per hour, and many have a maximum fine, ranging from $5.00 to $20.00. Some of the institutions report that non-return of journals is not much of a problem.

There are, of course, variations. Some do not send overdues or do not assess fines for graduate students, and others give this privilege only to faculty. A few do not allow any renewals.

c. does the type of materials or date of publication determine if the item will circulate?

There are occasional variations depending upon the age of the material (e.g., one day for items published from 1980 to present, and 4 days for pre-1980 imprints at Florida Medical).

d. does the location of materials determine if the item will circulate (i.e., some branches circulate, but others do not). If so, which ones do and do not, and why?

In all cases, the academic and medical practices of the institution were the same. In one case (UNC), there were slight differences between the main library and the undergraduate library.

2. is the circulation done via a manual or an automated system? If automated, were all bound volumes "linked" or is this only done if the volume circulates?

Of those that circulated bound volumes, 69% did so manually. One "manual" institution noted that only journals were manually circulated. 75% of those that were automated linked their volumes did so at the point of circulation, however this number is suspect because either the interviewers or the interviewees apparently did not fully understand the question.

3. are all bound volumes security taped (tattle-taped)?

There were four non-respondents to this question. Of the 13 that did respond, 92% indicated that nearly all bound journal volumes were tattle-taped. This is often done at the bindery.

Although the question was not raised in the survey, some institutions also indicated that they tattle-taped individual issues as well. (Irvine - Med.; UNC - Med.; VA - Acad.)

II. CIRCULATION OF BOUND VOLUMES (continued)

C. If the respondent had a choice, would he/she advocate circulation or non-circulation of bound volumes? Why?

While 66% of the respondents indicated that they circulate bound volumes, only 53% of the respondents would continue to do so if they had a choice. Some of the reasons cited included:

- "short term use, automated system." [Note: the library has a manual circulation system; the second reason is unexplained.] (Col. - Acad.)
- there is a legitimate need to check out materials; faculty ease of photocopying. (ILL - Acad.)
- to make items available to the students. (ILL - Med.)
- People have a real need to take them out for short periods of time. To take out 1-2 hours would not really reduce access. (UNC - Acad.)
- non-circulation probably contributes to mutilation. (VA - Acad.; UNC - Acad.)
- health sciences users clearly want this service. [Cf. to statements below.] Previous attempts to change policy have been met with strong resistance. "All hell broke loose." (VA - Med.)

The four respondents that do not now circulate. If given their choice, they would continue their present non-circulation policy. Of those that do now circulate, five respondents would choose not to circulate if given a choice: Colorado (Med.), Florida (Med.), Irvine (Acad. and Med.), and UNC (Med.). In addition to the four institutions cited above, six medical librarians (of nine surveyed) indicated that they did not advocate circulation. The reasons cited against circulating bound volumes were:

- in the health sciences the need for information can be urgent, and the material should be available on the shelf. (UNC - Med.; Florida - Med.)
- current staffing and funding levels were set in 1977, and with present staffing it would not be possible to change back. A small but steady stream of complaints comes from patrons, but the library responds that when the journal is requested it is available, which might not be the case if the materials were allowed to circulate. (Col - Med.)
- because there is a virtue in having all materials in the building when they are needed. There is no need to circulate when the volumes are available to be photocopied. (Irvine - Acad.)
- do not advocate circulation if newer than 3-5 years. (Irvine - Med.)

II. CIRCULATION OF BOUND VOLUMES (continued)

C. If the respondent had a choice, would he/she advocate circulation or non-circulation of bound volumes? Why? -- (continued)

- as long as there is dependable access to material via photocopiers there is no need to circulate. The library has had a policy in effect since 1972. (WSU)

- the items are hard to replace if lost, and many questions cannot be handled except through the journal articles. Good photocopier support is essential. (UNC - Med.)

III. Open Stacks for Current Periodicals.

A. Does the library maintain open, partially open (i.e., some titles are shelved in an open area, but most are not), or closed stacks for current periodicals.

B. Is the policy consistent for all libraries on campus (including medical)? Why?

All respondents indicated that their journals are in open stacks for all user populations. The only limitations were: (1) pre-1956 Periodicals are in storage and closed at Irvine - Med.; (2) a few (fewer than 100) easily stolen titles (e.g., Time) are kept behind the desk at UNC - Acad.; and (3) high use items do not circulate (ILL - Acad.)

C. If the respondent had a choice, would he/she advocate open or closed stacks? Why?

If given a choice, all except one would choose to have open stacks. The one negative (Illinois Medical) preferred closed stacks because issues are being dropped in the book drop, and because of missing issues. The reasons cited in favor of open stacks included: access; staffing limitations (commonly cited as a belief that less staff time is needed to maintain open stacks than to service closed stacks); the belief that the convenience of access outweighs cost associated with missing issues; and browsing. One respondent that preferred open stacks did note that this may lead to a problem with mutilation. Suggested security measures for open stacks included: providing a control desk at the door, and tattle-taping of individual issues, and there is a desk by the door. Some of the respondents indicated that they have had little loss rate with open stacks.

C. Does the library have any estimate of the percent of missing issues at the time of binding? If so, what is the number.

Not surprisingly, few institutions had any statistics at all. Only one of the three respondents had specific data (showing a loss rate of probably less than one percent). The two others (who may have guestimated) indicated 10% and 15%.

PERIODICALS SURVEY: EXPLANATION OF COLUMNS ON CHART

INST:	Enter Institution Name
PRICE 1	Enter Self Service price (A1)
PRICE 2	Enter Vendacard price (A1)
GROUPS	Enter if prices are consistent (1) or not consistent (10) for all groups (A2)
LIBS	Enter if prices are consistent (1) or not consistent (10) for all libraries (A3)
SUBS.	Enter if the university SUBSIDIZES (1) or does NOT SUBSIDIZE (10) price (A5)
COORD.	Enter if library coordinates (1) or outside service coordinates (10) copiers (B1)
BRANDS	Enter brands of photocopiers (B2)
NO./YR	Enter Number of Photocopies made per year, or N/A (0) (B3)
MED.?	Enter if library has self serve only (1) or mediated (10)
BD VOL.	Enter if library circulates (1) or does not circulate (10) bound volumes (II.A)
LOAN PER.	Enter Loan Period in Hours (for faculty if more than one reported) if applicable (B1)
OVERDUES	Enter how long (in hours) before an overdue is sent for bound volumes (B2)
FINES	Enter the fine (per hour) for overdue bound volumes (B2)
LOC.	Enter if location does (1) or does not (10) make a difference in circulation policy (B1d)
M/AUTO	Enter if bound volume circulation is manual (1) or automated (10) (B2)
LINK?	Enter, if bd. vols. circulate, whether they are LINKED (1) or NOT LINKED (10) (II.B.2)
LINK WHEN?	Enter, if bd. vols. circulate and ARE linked if done at ONCE (1) or at CIRC (10) (II.B.2)
TATTLE TAPE?	Enter, if bd. vols. circulate, whether they are TATTLE TAPED (1) or NOT TAPED (10) (II.B.3)
CHOICE	Enter if individual would choose (1) or not choose (10) to circulate (C)
OPEN?	Enter if per. stacks are open (1), partially (5) or closed (10) (III.B)
GROUPS2	Enter if stack policy is consistent (1) or not consistent (10) for all groups (B)
CHOICE2	Enter if individual would choose to have open (1) or closed (10) stacks (C)
% MISSING	Enter % of missing issues, if known (C)

INST:	PRICE 1	PRICE 2	GROUPS	LIBS	SUBS.	COORD.
Buffalo (Acad) +	$0.10	$0.075	1	1	10	10
Buffalo (Med)	$0.10	$0.075	1		10	10
Colorado (Acad)	$0.10		1	1	10	10
Colorado (Med)	$0.10		1		10	10
Florida (Med)	$0.05		1	10	10	10
Illinois (Acad) +	$0.15	$0.050	1	10	10	10
Illinois (Med)	$0.10	$0.055	1		10	10
Irvine (Acad) +	$0.05		1	1	10	1
Irvine (Med)	$0.05		1		10	1
Stony Brook (Acad)	$0.10	$0.080	1	1	1	1
Stony Brook (Med)	$0.10	$0.080			1	1
UNC (Acad) ++	$0.05		1	10	10	10
UNC (Med)	$0.10	$0.047			10	1
Virginia (Acad) +	$0.05	$0.040	1	10	10	10
Virginia (Med)	$0.05		1		10	1
Wayne State (Acad) +	$0.10	$0.080	1	1	10	10
Wayne State (Med)	$0.10	$0.080			10	10
Average	$0.086	$0.066	1	5	8.9411	6.82352
Maximum	$0.158	$0.080	1.00	10.00	10.00	10.00
Minimum	$0.050	$0.040	1.00	1.00	1.00	1.00
Standard Deviation	$0.030	$0.015	0.00	4.47	2.90	4.30

INST:	BRANDS	NO./YR	MED.?	BD VOL.
Buffalo (Acad) +	Xerox	1,000,000	1	1
Buffalo (Med)	Xerox	1,000,000	10	1
Colorado (Acad)	Savin/Ricoh		1	1
Colorado (Med)	Sharp/Savin	1,920,000	1	1
Florida (Med)	Xerox	1,548,580	1	1
Illinois (Acad) +	Saxon, Panasonic	2,400,000	10	1
Illinois (Med)	Sharp	2,100,000	1	1
Irvine (Acad) +	IBM	4,607,395	10	1
Irvine (Med)	IBM	756,000	1	1
Stony Brook (Acad)	OCE, PB, Xerox	1,665,000	1	10
Stony Brook (Med)	OCE, PB, Xerox	1,665,000	1	10
UNC (Acad) ++	Savin		10	1
UNC (Med)	IBM II, III	2,647,943	10	1
Virginia (Acad) +	Xerox, Savin	840,000	10	1
Virginia (Med)	Xerox, Sharp	1,440,000	10	1
Wayne State (Acad) +	Sharp		10	10
Wayne State (Med)	Sharp		10	10
Average		1,814,609	5.76470	3.1176470
Maximum		4,607,395	10.00	10.00
Minimum		756,000	1.00	1.00
Standard Deviation		983,827	4.49	3.82

INST:	LOAN PER.	OVERDUES	FINES	LOC.	M/AUTO
Buffalo (Acad) +	48		.25	1	1
Buffalo (Med)					
Colorado (Acad)	24		0	10	1
Colorado (Med)	168		0		10
Florida (Med)	24	7	$0.01	10	1
Illinois (Acad) +	72	72	$0.04	1	1
Illinois (Med)	72	120	$0.08	10	10
Irvine (Acad) +	72				10
Irvine (Med)	24			10	10
Stony Brook (Acad)					
Stony Brook (Med)					
UNC (Acad) ++	7	72	$0.01	1	1
UNC (Med)	1	24	$0.25	10	1
Virginia (Acad) +	168			1	10
Virginia (Med)	168	336	$3.00		1
Wayne State (Acad) +					
Wayne State (Med)					
Average	70.67	105.17	$0.38	6.00	4.75
Maximum	168.00	336.00	$3.00	10.00	10.00
Minimum	1.00	1.00	$1.00	1.00	1.00
Standard Deviation	60.81	109.49	$0.93	4.47	4.44

INST:	LINK?	LINK WHEN?	TATTLE TAPE?	CHOICE	OPEN?
Buffalo (Acad) +			1	1	1
Buffalo (Med)			1	1	1
Colorado (Acad)			1	1	1
Colorado (Med)			1	10	1
Florida (Med)			1	10	1
Illinois (Acad) +			10	1	1
Illinois (Med)	1	10	1	1	1
Irvine (Acad) +	1	10	1	10	1
Irvine (Med)	1	1	1	10	1
Stony Brook (Acad)					1
Stony Brook (Med)					1
UNC (Acad) ++			1	1	1
UNC (Med)			1	10	1
Virginia (Acad) +	1	10	1	1	1
Virginia (Med)			1	1	1
Wayne State (Acad) +				10	1
Wayne State (Med)				10	1
Average	1.00	7.75	1.69	5.20	1.00
Maximum	1.00	10.00	10.00	10.00	1.00
Minimum	1.00	1.00	1.00	1.00	1.00
Standard Deviation	0.00	3.90	2.40	4.49	0.00

INST:	GROUPS2	CHOICE2	% MISSING
Buffalo (Acad) +	1	1	
Buffalo (Med)	1	1	
Colorado (Acad)	1	1	
Colorado (Med)		1	
Florida (Med)	1	1	
Illinois (Acad) +	1	1	15
Illinois (Med)	1	10	
Irvine (Acad) +		1	10
Irvine (Med)	1	1	
Stony Brook (Acad)	1	1	
Stony Brook (Med)		1	
UNC (Acad) ++	10	1	
UNC (Med)	1	1	
Virginia (Acad) +		1	
Virginia (Med)		1	0.0026
Wayne State (Acad) +	1	1	
Wayne State (Med)		1	0
Average	1.82	1.53	6.25
Maximum	10.00	10.00	15.00
Minimum	1.00	1.00	1.00
Standard Deviation	2.59	2.12	6.49

ULS Periodicals Survey

Notes About Survey Results
Sorted by Question Number

I.A.1 Cost is $1.00 for first 11 copies using Vendacard; re-coding is $1.00 for 15 copies. (ILL - Acad.)

I.A.1 Vendacard is $55.00 per 1000 copies ($.055 each) (ILL - Med.)

I.A.1 Charge for University accounts with requisition is $.07 per 500 or $.065 for 500-1000 copies. The charges are the same for the North Carolina Memorial Hospital. For Research Triangle Park, charge $.11 per page (up to 500) or $.10/page for 1000 copies on a copy card. (UNC - Med)

I.A.1 $.04 copies with auditron and monthly charge ($150.00 annual minimum usage). deposit required for auditron. (VA - Acad.)

I.A.2 Departmental copy cards offered on a voucher system at a discount. (ILL - Acad.)

I.A.4. Factors: to pay back costs of machine and operation (any profit turned back to student assistants) (Buffalo)

I.A.4 Factors: contracted service; library gets no money back, but gets a certain number of copies for their own use. (Col. - Acad.)

I.A.4 Factors: must pay off all costs of photocopy services; makes a little money back, but not much. (Col - Med.)

I.A.4 Factors: recover costs and cost of a full time clerk. (Florida - Med.)

I.A.4 Factors: vendor sets price (ILL - Med.)

I.A.4 Factors: current cost ($0.05 per copy) brings in a profit, and pays for salaries and equipment. (Irvine - Acad.)

I.A.4 Factors: cost recovery. Believes cost should be reevaluated after this year. (Irvine - Med.)

I.A.4 Raised charge from $.05 to $.10 in 1985 because a survey showed that their charges were low for the area and that they needed to upgrade their equipment. (Stony Brook - Acad.)

I.A.4 Factors: not a mediated service. Service is provided by a University duplicating service; they take all the money and put the machines in. They set charge, based on cost recovery. (UNC - Acad.)

I.A.4 Factors: chargeback for cost of supplies, maintenance, contracts, etc. They own copiers and the money comes back to the library. "Profit" was used to finance purchase of PERLINE (serials control system). They are not, however, trying to make money. The lower cost of photocopies with Vendacards ($.047 per copy) is used as a strong justification for not circulating journals. They have also seen a 25% decrease in the one hour borrowing that had been done before. (UNC - Med.)

I.A.4 Factors: price is determined by University Printing Services [which runs the service]. (VA - Acad.)

I.A.4 Factors: equipment, supplies, and staff time. (VA - Med.)

I.A.4 Factors: University wrote a contract with a private service. This was the low bid. Charge $.10 per copy card. University and library wanted to get out of the copy service because of lack of staff. Microform copiers are run at the same charge. (WSU)

I.A.5 No subsidy. The University budgets money, but the library must make full recovery. (Col - Med.)

I.B.1 Outside vendor is Xerox (Buffalo)

I.B.1 Outside vendor is Kinkos. They provide all equipment and service. (Col. - Acad.)

I.B.1 Service is Copyvend (a local company). (Col - Med.)

I.B.1 Outside service is Xerox. There have been no complaints. (Florida - Med)

I.B.1 Outside service is Dual Office Systems (University Park, IL). Experience has been very good. They are in the 2nd year of a 3 year contract. They provide complete service to machines, including card readers and money changers. (ILL - Acad.)

I.B.1 Service: Service Assurance Corp. (ILL - Med.)

Experience varies. Service company has changed owners and now dedicated repair perople are on premises M-F, with 2 daily calls on Saturday and Sunday. Machines need a complete overhaul and replacement. (ILL - Med.)

I.B.1 Library coordinates, and has had good experience with service and regular maintenance by staff. (Irvine - Acad.)

I.B.1 Library coordinates, with service contract with IBM. Experience has been excellent, with one day response time. (Irvine - Med.)

I.B.1 Outside service is performed by University. They do all work, including own maintenance and repair. Have had this for seven years. Initially was good, but has become bad. In 1977-79, had used a contract vendor that was a disaster. University took over, and put in new machines. They load paper 4X/day. The service is still good, but the machines are now old and quality is terrible. Students also want debit card (Vendacard) system, but University wants to provide this only if there are no coin-operated copiers. (UNC - Acad.)

I.B.1 The library coordinates, but repair service is provided by IBM. The IBM service is excellent. There is a technician who works nearly fulltime between the library and the hospital. (UNC - Med)

I.B.1 Service run by University Printing Services. (VA - Acad.)

I.B.1 Service is provided by Classic Business Products, a local service. The vending card used by photocopiers is also used on campus to pay for telephones and parking lots. (WSU)

Have been very satisfied. Card dispensing machines are in library (self-service; they also dispense change). Service record is good. The service company has two people dedicated to this task on campus at all times. (WSU)

I.B.2 Grad library has 6 copiers, Health Sciences has 4, Undergraduate has 2 (all Xerox model 1045). (Experience: good. Very prompt (initial problems with promptness has been ironed out. All copiers are new, good quality. Patrons are pleased. (Buffalo)

I.B.2 Copiers are Savin and Ricoh. Quantity unknown. (Col. - Acad.)

I.B.2 Experience: small company, so it does not have advantages of a large company. Service has not always been satisfactory. (Col - Med.)

There are 5 Sharp ("not bad"), 1 Ricoh 6200 (good), and 2 Savin (bad) copiers. All are leased. (Col - Med.)

I.B.2 There are 5 Xerox 4000 (4 coin-op, one coin-op and auditron). The 4 coin-ops are "good, but old," The one with the auditron is "good and has new features"). (Florida - Med)

I.B.2 There are 16 Saxon Panasonic SX30 copiers. Quality: very pleased. (ILL - Acad.)

I.B.2 Have 15 Sharp copiers, and are "fairly pleased." (ILL - Med.)

I.B.2 Have 33 IBM copiers (7 model 60s, 26 model IIs). Very pleased with them (also liked Savins). (Irvine - Acad.)

I.B.2 There are 4 IBM copiers. They need better charging mechanisms. (Irvine - Med.)

I.B.2 There are 7 OCE copiers ("very good"), 7 Pitney Bowes ("disasters") and 3 Xerox 4000 ("pretty good") (Stony Brook - Acad.)

I.B.2 Have 16 Savin copiers. They were pleased with them for the first 3 years, but not now. (UNC - Acad.)

I.B.2 9 IBM II copiers (good, but partly because of age, these get jammed); 2 IBM III copiers (excellent) (UNC - Med)

I.B.2 Have 7-8 Xerox 4000 (very old, but liked them; good for book copying); 3 Xerox 1045 (so far, ok); 3 Savin 5030 (not as good as Xerox, act up occasionally); X IBM IIs (not in use; too old). (VA - Acad.)

I.B.2 6 Xerox 4000 (very pleased), 2 Sharp 900 (don't like these at all) (VA - Med.)

I.B.2 Have 35 Sharp copiers on campus (12 in main building, 4 medical). Pleased with the service of the machines. (WSU)

I.B.4 Mediated services provided for Health Sciences only, from 8 am to 11 pm. Billing is performed for undergraduates but not for graduates (???) (Buffalo)

I.B.4 Mediated service hours are M-F 8:00 am to 4:30 pm. Billing is performed for faculty. (ILL - Acad.)

I.B.4 Self serve only. Have no mediated service because it is "expensive to run, there are staff problems, and repair delays. (ILL - Med.)

I.B.4 Mediated service provided at $.10 per copy. Hours M-Th 8:00 am - 10:00 pm; F 8:00 am - 6:00 pm; Sat 10:00 -5:00 pm; Sun. 1:00 pm - 10:oo pm. (Irvine - Acad.)

Billing is performed via interdepartmental transfers (i.e., departmental billing) (Irvine - Acad.)

I.B.4 Mediated service available M-F 8:00 am - 4:30 pm. Service available in Davis (main) library, and bound journals can be checked out by user to take from Wilson to Davis to make copies. This can be done ONLY if the person has a university account. (UNC - Acad.)

I.B.4 Mediated service available during regular working hours. Going down in use now with the Vendacard. Photocopying is done along with ILL requests; if in by 10:00 am, out the same day. Charge $.25/page and hold the borrower card. Last year they copied 924 articles (average of 7 pages per article, or total of $1,617.00). Cash is accepted at the Circulation Desk. (UNC - Med.)

I.B.4 Mediated service available M-F 8:00 am-5:00 pm (VA - Acad.)

Printing Service does billing, and provides the staff. (VA - Acad.)

I.B.4 Mediated service provided at all operating hours. Charge $.15/copy if materials provided by patron, with $15.00 minimum; $.20/copy if staff pulls material, with $20.00 minimum. (VA - Med.)

Bill for copy cards only. (VA - Med.)

I.B.4 Mediated service provided M-F 8:30 am - 5:00 pm. Billing done via IDT or establishing an account for the year. Charge is $3.00 per request, regardless of the number of pages to be copied. (WSU)

I.B.5 **Misc. comments:** Respondent was on a committee at University of Illinois (previous job) which studied photocopy services and recommended transferring all photocopy activity to a vendor. (Col. - Acad.)

I.B.5 **Misc. comments:** have been leasing equipment, but now the State is requiring purchase. (Florida - Med.)

I.B.5 **Misc. comments:** "need slant edge on machine to protect bindings. Sharp has bevel edge." (ILL - Acad.)

I.B.5 **Misc.:** get 11% of cash and 11% of card copies X $.055. They have been offered up to 20%. [At the given rate of 2,100,000 copies per year X $.055, total income is $115,000. 11% of this is $12,705; 20% would be 23,100.] (ILL - Med.)

I.B.5 **Misc.:** copy service runs well. Best in 6 institutions b/c (?). High volume able to maintain good service. Profit sufficient to support it properly. (Irvine - Acad.)

I.B.5 **Misc.:** Library does ILL and reserve copies only. 4 copy centers open, with a 5th scheduled to open soon. University Printing Service provides copying, binding, cutting, punching, microfilming and photography. (VA - Acad.)

I.B.5 Copy cards sold M-F 8:00 am - 5:00 pm. Charge is $.05/copy (minimum of $5.00). (VA - Med.)

II.A. Each library sets its own circulation policy. Undergraduate library does not circulate; main and medical libraries do. Circulation of bound volumes is done as a courtesy to faculty and grad students. Undergraduate library has a copier for various departments. Undergraduates may be able to check out volumes occasionally if a good reason is provided. (Buffalo)

II.A. Library circulates bound volumes at main branch to faculty only, for overnight use. (Col. - Acad.)

II.A Only circulates volumes that are more than 13 years old because bound volumes cannot be replaced if they are lost. (Col - Med.)

II.A Reasons why they circulate bound volumes: faculty and students have requested it. (Florida - Med.)

II.A. Reasons for CIRCULATING: commuter campus; students need access, and so do faculty. (ILL - Acad.)

II.A Library circulates bound volumes because it gives the patrons opportunity to make photocopies. No renewals are allowed. (ILL - Med.)

II.A Circulate bound volumes if over 5 years old for 3 days. One renewal allowed (not for off campus borrowers). (Irvine - Acad.)

II.A Library CIRCULATES bound volumes for convenience, and to minimize frustration. (Irvine - Med.)

II.A Reason for NOT circulating bound volumes: tradition (Stony Brook - Acad.)

II.A Circulation of bound volumes possible only by exception (which is done liberally). Faculty can borrow on demand for up to 3 days, e.g., if they need to have slides made. There is no official limit on the number of volumes that may be checked out. There is no policy on any of this; each case is negotiated by the Head of the Circulation Dept. (UNC - Acad.)

II.A Circulate bound volumes for one hour only. For mediated items (e.g. for illustrations) by appointment, with return required by 5:00 pm. This is done to allow for use of departmental copiers. They believe that one hour is long enough to make copies and bring the item back. The reasons against circulating bound volumes is that in health sciences the need for information can be urgent, and they want to have material on the shelf. (UNC - Med.)

II.A Most bound volumes circulate, but approximately 25 titles do not. (VA - Acad.)

II.A Library circulates bound volumes because (1) it allows departments to use their own copiers; (2) allows researchers and faculty to take journals and read in leisure; (3) photocopy may not reproduce an illustration or photograph well enough. (VA - Med.)

II.A Library does not circulate bound volumes (including medical) because of the need for in building access. (WSU)

II.B.1 Loan period is 1 day for items published from 1980 to present, and 4 days for pre-1980 imprints. Policy is consistent for all types of users (faculty, grad, undergraduate). (Florida - Med.)

II.B.1.a Circulate bound volumes if imprint is more than 5 years. (VA - Med.)

II.B.1.a.3 Loans for undergraduates are nonrenewable (Irvine - Med.)

II.B.1.b Fines are assessed for grad students, but not for faculty. Overdues are not sent (phone calls made instead). (Buffalo)

II.B.1.b There are no fines charged, however patron is charged for replacement if material is lost. (Col. - Acad.)

II.B.1.b Fine is $.25 per day, with a maximum of $5.00. (Florida - Med.)

II.B.1.b Fine charge is $1.00 per day, maximum of $20.00. Faculty are not fined, except under unusual circumstances. 80 titles of current issues do not circulate Everything else is eligible. (ILL - Acad.)

II.B.1.b Fine charge is $2.00/day if overdue less than a week, $4.00/day if more than a week. After 15 days, presume item is lost and charge $54.00 lost fee. (ILL - Med.)

II.B.1.b No fines assessed, but bill for replacement if not returned. Call after 6 days, and this "always works." If not back in 20 days after second date due, then bill for $40 lost fee plus $10.00 for processing. (Irvine - Acad.)

II.B.1.b Overdues are sent after 3 days, but the items are rarely overdue. The standard book charge of $.25/day is assessed. (UNC - Acad.)

II.B.1.b No renewals are allowed. Most items come back. (UNC - Med.)

II.B.1.b No overdues are sent to faculty. (VA - Acad.)

II.B.1.b Overdues sent after 3-14 days. Charge is $3.00 per hour (maximum of $25.00 per day). (VA - Med.)

II.B.1.c Unbound periodicals may circulate for one day, with a $15.00/day (ILL - Med.) late charge.

II.B.1.c If overdue one month, fine is $10.00 service charge plus cost of the item. If returned, still pay $10.00. Current unbound items circulate for one day. They used to let them go only for two hours, but it was too hard to keep track of them. (Irvine - Med.)

II.B.1.c Approximately 10 high use titles are kept (unbound) in the Current Periodicals room) (VA - Acad.)

II.B.1.c There are second subscriptions to 14 titles that do not circulate. (VA - Med.)

II.B.2 Only journals are circulated manually. (Buffalo)

II.B.2 Automation of circulation system is "in implementation stage," with volumes listed as both being linked as a project and at time of circulation. (Florida - Med.)

II.B.2 Linking of volumes listed as both being linked as a project and at time of circulation. (ILL - Med.)

II.B.2 Tattle taping is done at the bindery. Unbound issues done inhouse. (Irvine - Acad.)

II.B.2 Linking is done at the time of receipt (at one time) (Irvine - Med.)

II.B.2 Volumes are linked at circulation now, but some groups were targeted and done as a group when the system was first implemented. (VA - Acad.)

II.B.3 All volumes are tattle-taped "except for very old ones (some pre-1970's). (Florida - Med.)

II.B.3 Tattle taping is done both to bound volumes and unbound issues (Irvine - Med.)

II.B.3 All new volumes are tattle-taped. (UNC - Acad.)

II.B.3 All bound volumes and individual issues are tattle-taped. (UNC - Med.)

II.B.3 Bound volumes and individual issues are tattle-taped. (VA - Acad.)

II.C. Reasons for advocating circulation of bound volumes: "short term use, automated system." [Note: the library has a manual circulation system; the second reason is unexplained.] (Col. - Acad.)

II.C Reasons for NOT advocating circulation: current staffing and funding levels were changed in 1977; with present staffing would not want to change back. They get a small but steady stream of complaints from patrons, but they respond that the journal requested is available, and might not be if the materials were allowed to circulate. (Col - Med.)

II.C Reasons for choosing NOT to circulate bound volumes: materials should be available in the library for research. This hinges on having adequate copying facilities. (Florida - Med.)

II.C Reasons for advocating CIRCULATION: there is a legitimate need to check out materials; faculty ease of photocopying. (ILL - Acad.)

II.C Advocates CIRCULATION to make items available to the students. (ILL - Med.)

II.C Did NOT advocate circulation because there is a virtue in having all materials in the building when they are needed. There is no need to circulate when the volumes are available to be photocopied. (Irvine - Acad.)

II.C Does NOT advocate circulation if newer than 3-5 years. (Irvine - Med.)

II.C No choice indicated if would or would not advocate circulation (Stony Brook - Acad.)

II.C Advocates circulation for short periods of time. People have a real need to take them out. To take out 102 hours would not really reduce access. Respondent does not ever remembering losing a volume this way. Not circulating the volumes probably increases mutilation. Would prefer short term loans via an automated system (e.g., 1-2 hour loans). (UNC - Acad.)

II.C Would NOT advocate circulation because (1) items are hard to replace if lost; (2) many questions cannot be handled except through the journal articles. Good photocopier support is essential. (UNC - Med.)

II.C Advocates circulation because non-circulation contributes to mutilation. (VA - Acad.)

II.C Advocates circulation: Health Sciences users clearly want this service. Previous attempts to change policy have been met with strong resistance. "All hell broke loose." (VA - Med.)

II.C Does NOT advocate circulation because of access, as long as there is dependable access to material via photocopiers. Policy has been in effect since 1972. People do raise the question about copying in the office, but they respond that the policy is that this is not possible. (WSU)

II.D Misc.: could probably circulate all of it with no problem. (Irvine - Acad.)

III.A Periodicals pre-1956 are in storage and closed. (Irvine - Med.)

III.A Generally open stacks. A few easily stolen titles are kept behind the desk (e.g., Time), but probably no more than 50-100 titles. (UNC - Acad.)

III.B. Open stack policy is consistent because of past practice. (Buffalo)

III.C. Advocates open stacks because of access and staffing limitations. (Buffalo)

III.C Reasons for choosing open stacks: less staff time needed for staffing the area. (Col. - Acad.)

III.C Reasons for choosing OPEN stacks: staffing. (Col - Med.)

III.C Reasons for choosing OPEN stacks: because medical patrons have caused few problems, and the cost of hiring stack pages would be prohibitive. (Florida - Med.)

III.C Reasons for advocating OPEN stacks: "high use items not circulate; high rip off." (ILL - Acad.)

III.C Advocates CLOSED stacks because items are being dropped in the book drop and because of missing volumes. (ILL - Med.)

III.C Advocates OPEN stacks for browsing purposes, but control point is needed for security. (Irvine - Acad.)

III.C Advocates OPEN stacks because staff demand would be too great to page items. (Irvine - Med.)

III.C Advocates OPEN stacks for better access to materials. (Stony Brook - Acad.)

III.C Advocates OPEN stacks, but thinks this may lead to a problem with mutilation. (UNC - Acad.)

III.C Advocates OPEN stacks: access to information; informal and non-structured browsing is made possible. (UNC - Med.)

III.C Advocates OPEN stacks because the system works well. Current periodicals are individually tattle-taped, and there is a desk by the door. (VA - Acad.)

III.C Advocates OPEN stacks: convenience of access outweighs cost associated with missing issues. Also too expensive to staff closed stacks. (VA - Med.)

III.C Advocates OPEN stacks. Have had little loss rate. Controlled via tattle-taping of "hot" issues (heavy use journals). Bound volumes are tattle-taped by the bindery. (WSU)

III.D There is no estimate of missing issues but "little evidence of mutilation." (Florida - Med.)

III.D Estimate of missing issues: 10-15% per year. (ILL - Acad.)

III.D Estimate: 30 issues per year missing out of 1440 titles [estimate in chart based on assumption of 8 issues per year] (VA - Med.)

IV. Misc. comments: They are at present investigating their own policies and looking at the question of serials control. (Col. - Acad.)

IV. Policies are being revised and does not want to send present policies. (Florida - Med.)

IV. Misc.: (1) increased loan from 2 days to 3 days so not have due on Sat or Sun.; (2) once only faculty and grads able to check out; now all. (ILL - Acad.)
Overall is pleased with their solution. Worst offenders are the faculty. (ILL - Acad.)

IV. With open stacks, materials stay in place fairly well. Users don't mix them up too badly. Philosophy on cost/copy is that costs greater than $.05 invite vandalism. (VA - Med.)

Periodicals Survey

Notes About Survey Results
Sorted by Institution

BUFFALO
(One library system with results covering all settings)

I.A.4. Factors: to pay back costs of machine and operation (any profit turned back to student assistants)

I.B.1 Outside vendor is Xerox

I.B.2 Grad library has 6 copiers, Health Sciences has 4, Undergraduate has 2 (all Xerox model 1045). (Experience: good. Very prompt (initial problems with promptness has been ironed out. All copiers are new, good quality. Patrons are pleased.

I.B.4 Mediated services provided for Health Sciences only, from 8 am to 11 pm. Billing is performed for undergraduates but not for graduates (???)

II.A. Each library sets its own circulation policy. Undergraduate library does not circulate; main and medical libraries do. Circulation of bound volumes is done as a courtesy to faculty and grad students. Undergraduate library has a copier for various departments. Undergraduates may be able to check out volumes occasionally if a good reason is provided.

II.B.1 Fines are assessed for grad students, but not for faculty. Overdues are not sent (phone calls made instead).

II.B.2 Only journals are circulated manually.

III.B. Open stack policy is consistent because of past practice.

III.C. Advocates open stacks because of access and staffing limitations.

COLORADO (ACADEMIC)

I.A.4 Factors: contracted service; library gets no money back, but gets a certain number of copies for their own use.

I.B.1 Outside vendor is Kinkos. They provide all equipment and service.

I.B.2 Copiers are Savin and Ricoh. Quantity unknown.

I.B.5 Misc. comments: Respondent was on a committee at University of Illinois (previous job) which studied photocopy services and recommended transferring all photocopy activity to a vendor.

II.A. Library circulates bound volumes at main branch to faculty only, for overnight use.

II.B.1.b There are no fines charged, however patron is charged for replacement if material is lost.

COLORADO (ACADEMIC) (continued)

II.C. Reasons for advocating circulation of bound volumes: "short term use, automated system." [Note: the library has a manual circulation system; the second reason is unexplained.]

III.C Reasons for choosing open stacks: less staff time needed for staffing the area.

IV. Misc. comments: They are at present investigating their own policies and looking at the question of serials control.

COLORADO (MEDICAL)

I.A.4 Factors: must pay off all costs of photocopy services; makes a little money back, but not much.

I.A.5 No subsidy. The University budgets money, but the library must make full recovery.

I.B.1 Service is Copyvend (a local company).

I.B.2 Experience: small company, so it does not have advantages of a large company. Service has not always been satisfactory.

There are 5 Sharp ("not bad"), 1 Richo 6200 (good), and 2 Savin (bad) copiers. All are leased.

II.A Only circulates volumes that are more than 13 years old because bound volumes cannot be replaced if they are lost.

II.C Reasons for NOT advocating circulation: current staffing and funding levels were changed in 1977; with present staffing would not want to change back. They get a small but steady stream of complaints from patrons, but they respond that the journal requested is available, and might not be if the materials were allowed to circulate.

III.C Reasons for choosing OPEN stacks: staffing.

FLORIDA (MEDICAL)

I.A.4 Factors: recover costs and cost of a full time clerk.

I.B.1 Outside service is Xerox. There have been no complains.

I.B.2 There are 5 Xerox 4000 (4 coin-op, one coin-op and auditron). The 4 coin-ops are "good, but old," The one with the auditron is "good and has new features").

FLORIDA (MEDICAL) (continued)

I.B.5 Misc. comments: have been leasing equipment, but now the State is requiring purchase.

II.A Reasons why the circulate bound volumes: faculty and students have requested it.

II.B.1 Loan period is 1 day for items published from 1980 to present, and 4 days for pre-1980 imprints. Policy is consistent for all types of users (faculty, grad, undergraduate).

II.B.1.b Fine is $.25 per day, with a maximum of $5.00.

II.B.2 Automation of circulation system is "in implementation stage," with volumes listed as both being linked as a project and at time of circulation. [These options were meant to be mutually exclusive.]

II.B.3 All volumes are tattle-taped "except for very old ones (some pre-1970's).

II.C Reasons for choosing NOT to circulate bound volumes: materials should be available in the library for research. This hinges on having adequate copying facilities.

III.C Reasons for choosing OPEN stacks: because medical patrons have caused few problems, and the cost of hiring stack pages would be prohibitive.

III.D There is no estimate of missing issues but "little evidence of mutilation."

IV. Policies are being revised and does not want to send present policies.

ILLINOIS AT CHICAGO (ACADEMIC)

I.A.1 Cost is $1.00 for first 11 copies using Vendacard; re-coding is $1.00 for 15 copies.

I.A.2 Departmental copy cards offered on a voucher system at a discount.

I.B.1 Outside service is Dual Office Systems (University Park, IL). Experience has been very good. They are in the 2nd year of a 3 year contract. They provide complete service to machines, including card readers and money changers.

I.B.2 There are 16 Saxon Panasonic SX30 copiers. Quality: very pleased.

I.B.4 Mediated service hours are M-F 8:00 am to 4:30 pm. Billing is performed for faculty.

I.B.5 Misc. comments: "need slant edge on machine to protect bindings. Sharp has bevel edge."

ILLINOIS AT CHICAGO (ACADEMIC) (continued)

II.A. Reasons for CIRCULATING: commuter campus; students need access, and so do faculty.

II.B.1.b Fine charge is $1.00 per day, maximum of $20.00. Faculty are not fined, except under unusual circumstances. 80 titles of current issues do not circulate Everything else is eligible.

II.C Reasons for advocating CIRCULATION: there is a legitimate need to check out materials; faculty ease of photocopying.

III.C Reasons for advocating OPEN stacks: "high use items not circulate; high rip off."

III.D Estimate of missing issues: 10-15% per year.

IV. Misc.: (1) increased loan from 2 days to 3 days so not have due on Sat or Sun.; (2) once only faculty and grads able to check out; now all. Overall is pleased with their solution. Worst offenders are the faculty.

ILLINOIS (MEDICAL)

I.A.1 Vendacard is $55.00 per 1000 copies ($.055 each)

I.A.4 Factors: vendor sets price

I.B.1 Service: Service Assurance Corp.

Experience varies. Service company has changed owners and now dedicated repair people are on premises M-F, with 2 daily calls on Saturday and Sunday. Machines need a complete overhaul and replacement.

I.B.2 Have 15 Sharp copiers, and are "fairly pleased."

I.B.4 Self serve only. Have no mediated service because it is "expensive to run, there are staff problems, and repair delays.

I.B.5 Misc.: get 11% of cash and 11% of card copies X $.055. They have been offered up to 20%. [At the given rate of 2,100,000 copies per year X $.055, total income is $115,000. 11% of this is $12,705; 20% would be 23,100.]

II.A Library circulates bound volumes because it gives the patrons opportunity to make photocopies. No renewals are allowed.

II.B.1.b Fine charge is $2.00/day if overdue less than a week, $4.00/day if more than a week. After 15 days, presume item is lost and charge $54.00 lost fee.

II.B.1.c Unbound periodicals may circulate for one day, with a $15.00/day late charge.

ILLINOIS (MEDICAL) (continued)

II.B.2 Linking of volumes listed as both being linked as a project and at time of circulation.

II.C Advocates CIRCULATION to make items available to the students.

III.C Advocates CLOSED stacks because items are being dropped in the book drop and because of missing volumes.

IRVINE (ACADEMIC)

I.A.4 Factors: current cost ($0.05 per copy) brings in a profit, and pays for salaries and equipment.

I.B.1 Library coordinates, and has had good experience with service and regular maintenance by staff.

I.B.2 Have 33 IBM copiers (7 model 60s, 26 model IIs). Very pleased with them (also liked Savins).

I.B.4 Mediated service provided at $.10 per copy. Hours M-Th 8:00 am - 10:00 pm; F 8:00 am - 6:00 pm; Sat 10:00 -5:00 pm; Sun. 1:00 pm - 10:oo pm.

Billing is performed via interdepartmental transfers (i.e., departmental billing)

I.B.5 Misc.: copy service runs well. Best in 6 institutions b/c (?). High volume able to maintain good service. Profit sufficient to support it properly.

II.A Circulate bound volumes if over 5 years old for 3 days. One renewal allowed (not for off campus borrowers).

II.B.1.b No fines assessed, but bill for replacement if not returned. Call after 6 days, and this "always works." If not back in 20 days after second date due, then bill for $40 lost fee plus $10.00 for processing.

II.B.2 Tattle taping is done at the bindery. Unbound issues done inhouse.

II.C Does NOT advocate circulation because there is a virtue in having all materials in the building when they are needed. There is no need to circulate when the volumes are available to be photocopied.

II.D Misc.: could probably circulate all of it with no problem.

III.C Advocates OPEN stacks for browsing purposes, but control point is needed for security.

IRVINE (MEDICAL)

I.A.4 Factors: cost recovery. Believes cost should be reevaluated after this year.

I.B.1 Library coordinates, with service contract with IBM. Experience has been excellent, with one day response time.

I.B.2 There are 4 IBM copiers. They need better charging mechanisms.

II.A Library CIRCULATES bound volumes for convenience, and to minimize frustration.

II.B.1.a.3 Loans for undergraduates are nonrenewable

II.B.1.c If overdue one month, fine is $10.00 service charge plus cost of the item. If returned, still pay $10.00. Current unbound items circulate for one day. They used to let them go only for two hours, but it was too hard to keep track of them.

II.B.2 Linking is done at the time of receipt (at one time)

II.B.3 Tattle taping is done both to bound volumes and unbound issues

II.C Does NOT advocate circulation if newer than 3-5 years.

III.A Periodicals pre-1956 are in storage and closed.

III.C Advocates OPEN stacks because staff demand would be too great to page items.

STONY BROOK (ACADEMIC)

I.A.4 Raised charge from $.05 to $.10 in 1985 because a survey showed that their charges were low for the area and that they needed to upgrade their equipment.

I.B.2 There are 7 OCE copiers ("very good"), 7 Pitney Bowes ("disasters") and 3 Xerox 4000 ("pretty good")

II.A Reason for NOT circulating bound volumes: tradition

II.C No choice indicated if would or would not advocate circulation

III.C Advocates OPEN stacks for better access to materials.

UNC (ACADEMIC)

I.A.4 Factors: not a mediated service. Service is provided by a University duplicating service; they take all the money and put the machines in. They set charge, based on cost recovery.

I.B.1 Outside service is performed by University. They do all work, including own maintenance and repair. Have had this for seven years. Initially was good, but has become bad. In 1977-79, had used a contract vendor that was a disaster. University took over, and put in new machines. They load paper 4X/day. The service is still good, but the machines are now old and quality is terrible. Students also want debit card (Vendacard) system, but University wants to provide this only if there are no coin-operated copiers.

I.B.2 Have 16 Savin copiers. They were pleased with them for the first 3 years, but not now.

I.B.4 Mediated service available M-F 8:00 am - 4:30 pm. Service available in Davis (main) library, and bound journals can be checked out by user to take from Wilson to Davis to make copies. This can be done ONLY if the person has a university account.

II.A Circulation of bound volumes possible only by exception (which is done liberally). Faculty can borrow on demand for up to 3 days, e.g., if they need to have slides made. There is no official limit on the number of volumes that may be checked out. There is no policy on any of this; each case is negotiated by the Head of the Circulation Dept.

II.B.1.b Overdues are sent after 3 days, but the items are rarely overdue. The standard book charge of $.25/day is assessed.

II.B.3 All new volumes are tattle-taped.

II.C Advocates circulation for short periods of time. People have a real need to take them out. To take out 102 hours would not really reduce access. Respondent does not ever remembering losing a volume this way. Not circulating the volumes probably increases mutilation. Would prefer short term loans via an automated system (e.g., 1-2 hour loans).

III.A Generally open stacks. A few easily stolen titles are kept behind the desk (e.g., Time), but probably no more than 50-100 titles.

III.C Advocates OPEN stacks, but thinks this may lead to a problem with mutilation.

UNC (MEDICAL)

I.A.1 Charge for University accounts with requisition is $.07 per 500 or $.065 for 500-1000 copies. The charges are the same for the North Carolina Memorial Hospital. For Research Triangle Park, charge $.11 per page (up to 500) or $.10/page for 1000 copies on a copy card.

I.A.4 Factors: chargeback for cost of supplies, maintenance, contracts, etc. They own copiers and the money comes back to the library. "Profit" was used to finance purchase of PERLINE (serials control system). They are not, however, trying to make money. The lower cost of photocopies with Vendacards ($.047 per copy) is used as a strong justification for not circulating journals. They have also seen a 25% decrease in the one hour borrowing that had been done before.

I.B.1 The library coordinates, but repair service is provided by IBM. The IBM service is excellent. There is a technician who works nearly fulltime between the library and the hospital.

I.B.2 9 IBM II copiers (good, but partly because of age, these get jammed); 2 IBM III copiers (excellent)

I.B.4 Mediated service available during regular working hours. Going down in use now with the Vendacard. Photocopying is done along with ILL requests; if in by 10:00 am, out the same day. Charge $.25/page and hold the borrower card. Last year they copied 924 articles (average of 7 pages per article, or total of $1,617.00). Cash is accepted at the Circulation Desk.

II.A Circulate bound volumes for one hour only. For mediated items (e.g. for illustrations) by appointment, with return required by 5:00 pm. This is done to allow for use of departmental copiers. They believe that one hour is long enough to make copies and bring the item back. The reasons against circulating bound volumes is that in health sciences the need for information can be urgent, and they want to have material on the shelf.

II.B.1.b No renewals are allowed. Most items come back.

II.B.3 All bound volumes and individual issues are tattle-taped.

II.C Would NOT advocate circulation because (1) items are hard to replace if lost; (2) many questions cannot be handled except through the journal articles. Good photocopier support is essential.

III.C Advocates OPEN stacks: access to information; informal and non-structured browsing is made possible.

VIRGINIA (ACADEMIC)

I.A.1 $.04 copies with auditron and monthly charge ($150.00 annual minimum usage). deposit required for auditron.

I.A.4 Factors: price is determined by University Printing Services [which runs the service].

I.B.1 Service run by University Printing Services.

I.B.2 Have 7-8 Xerox 4000 (very old, but liked them; good for book copying); 3 Xerox 1045 (so far, ok); 3 Savin 5030 (not as good as Xerox, act up occasionally); X IBM IIs (not in use; too old).

I.B.4 Mediated service available M-F 8:00 am-5:00 pm

Printing Service does billing, and provides the staff.

I.B.5 Misc.: Library does ILL and reserve copies only. 4 copy centers open, with a 5th scheduled to open soon. University Printing Service provides copying, binding, cutting, punching, microfilming and photography.

II.A Most bound volumes circulate, but approximately 25 titles do not.

II.B.1.b No overdues are sent to faculty.

II.B.1.c Approximately 10 high use titles are kept (unbound) in the Current Periodicals room)

II.B.2 Volumes are linked at circulation now, but some groups were targeted and done as a group when the system was first implemented.

II.B.3 Bound volumes and individual issues are tattle-taped.

II.C Advocates circulation because non-circulation contributes to mutilation.

III.C Advocates OPEN stacks because the system works well. Current periodicals are individually tattle-taped, and there is a desk by the door.

VIRGINIA (MEDICAL)

I.A.4 Factors: equipment, supplies, and staff time.

I.B.2 6 Xerox 4000 (very pleased), 2 Sharp 900 (don't like these at all)

I.B.4 Mediated service provided at all operating hours. Charge $.15/copy if materials provided by patron, with $15.00 minimum; $.20/copy if staff pulls material, with $20.00 minimum.

Bill for copy cards only.

VIRGINIA (MEDICAL) (continued)

I.B.5 Copy cards sold M-F 8:00 am - 5:00 pm. Charge is $.05/copy (minimum of $5.00).

II.A Library circulates bound volumes because (1) it allows departments to use their own copiers; (2) allows researchers and faculty to take journals and read in leisure; (3) photocopy may not reproduce an illustration or photograph well enough.

II.B.1.a Circulate bound volumes if imprint is more than 5 years.

II.B.1.b Overdues sent after 3-14 days. Charge is $3.00 per hour (maximum of $25.00 per day).

II.B.1.c There are second subscriptions to 14 titles that do not circulate.

II.C Advocates circulation: Health Sciences users clearly want this service. Previous attempts to change policy have been met with strong resistance. "All hell broke loose."

III.C Advocates OPEN stacks: convenience of access outweighs cost associated with missing issues. Also too expensive to staff closed stacks.

III.D Estimate: 30 issues per year missing out of 1440 titles [estimate in chart based on assumption of 8 issues per year]

IV. With open stacks, materials stay in place fairly well. Users don't mix them up too badly. Philosophy on cost/copy is that costs greater than $.05 invite vandalism.

WAYNE STATE

(One library system with results covering all settings)

I.A.4 Factors: University wrote a contract with a private service. This was the low bid. Charge $.10 per copy card. University and library wanted to get out of the copy service because of lack of staff. Microform copiers are run at the same charge.

I.B.1 Service is provided by Classic Business Products, a local service. The vending card used by photocopiers is also used on campus to pay for telephones and parking lots.

Have been very satisfied. Card dispensing machines are in library (self-service; they also dispense change). Service record is good. The service company has two people dedicated to this task on campus at all times.

II.B.2 Have 35 Sharp copiers on campus (12 in main building, 4 medical). Pleased with the service of the machines.

WAYNE STATE (continued)

I.B.4 Mediated service provided M-F 8:30 am - 5:00 pm. Billing done via and IDT or establishing an account for the year. Charge is $3.00 per request, regardless of the number of pages to be copied.

II.A Library does not circulate bound volumes (including medical) because of the need for in building access.

II.C Does NOT advocate circulation because of access, as long as there is dependable access to material via photocopiers. Policy has been in effect since 1972. People do raise the question about copying in the office, but they respond that the policy is that this is not possible.

III.C Advocates OPEN stacks. Have had little loss rate. Controlled via tattle-taping of "hot" issues (heavy use journals). Bound volumes are tattle-taped by the bindery.

General notes:

1. **In general, you can make no generalizations about services or costs based upon the survey.**

2. **Different institutions reporting on the same brand of photocopiers either loved them or hated them. Clearly age of the copier as well as who and how they are maintained have a major effect on whether or not they were pleased.**

APPENDIX D: COST COMPARISONS OF PHOTOCOPIER COSTS

The chart enumerates the relative costs for ULS to continue to run its own copy service versus the costs for these services to be provided by an outside vendor. Two outside vendors, Xerox and Canon, were contacted for information. Note that many operations that are now performed by ULS staff, such as loading and unjamming paper, would continue to have to be performed by our staff. The comparison below separately enumerates staff and purchasing expenses. All costs are on-going except the Vendacard machine purchases.

	ULS	XEROX	CANON
Number of copiers	14	14	14
Replacement period	4-5 yrs.	4-5 yrs.	4-5 yrs.
Copies per year	1,744,000	1,744,000	1,744,000
Staff Expenses			
Loading paper	4,970	4,970	4,970
Unjamming paper	3,727	3,727	3,727
Replace toner	420	420	420
Coin collection	7,150	7,150	7,150
Selling cards	455	455	455
Billing accounts	1,700	1,700	1,700
Basic maintenance	728	0	0
Calling for service	180	180	180
Subtotal	19,330	18,602	18,602
Other Expenses			
Vendacard machines	14,402	0	14,402
Ordering paper	250	250	250
Purchase cards	10,000	0	0
Supplies	13,600	0	11,000
Maintenance charges	28,000	0	0
Repair changer	1,000	1,000	1,000
New copiers	12,000	12,000	12,000
Subtotal	64,850	1,250	12,250
Total expenses:	98,582	19,852	45,254
Revenues:			
Revenue @.10/copy	182,420	182,420	182,420
Revenue paid to vendor	0	136,815	136,815
Net Revenue (Gross revenues minus expenses):	98,240	45,605	14,753

This appendix was prepared by Celeste Lynch and Virginia Crowe.

CIRCULATION OF BOUND PERIODICALS -- ONE TIME COSTS

	COMPUTATION OF COSTS				YEARLY		
	Work Rate per hr.	Cost/Unit or Cost/Hr. (w/fringe)	JBC	TML	Staff Costs	Operating Costs	ALL COSTS
LINK EXISTING COLLECTIONS							
Est. vols./year			50,000	60,000			
Purchase OCR labels		$0.016	$800	$960		$1,760.00	$1,760.00
Insert OCR labels	0.008	5.07	417	500	$4,647.50		$4,647.50
Update ALIS record	0.008	5.07	417	500	$4,647.50		$4,647.50
Purchase ALIS terminal						$600.00	$600.00
TOTAL: Linking Existing Collections					$9,295.00	$2,360.00	$11,655.00

CIRCULATION OF BOUND PERIODICALS -- ON-GOING COSTS

	COMPUTATION OF COSTS				YEARLY		
	Work Rate per hr.	Cost/Unit or Cost/Hr. (w/fringe)	JBC	TML	Staff Costs	Operating Costs	ALL COSTS
LINK NEW ITEMS							
Est. vols./year			5,600	3,500			
Purchase OCR labels		$0.016	$90	$56		$145.60	$145.60
Insert OCR labels	0.008	$5.07	47	29	$384.48		$384.48
Update ALIS record	0.008	$5.07	47	29	$384.48		$384.48
TOTAL: Link New Items			$90	$56	$768.95	$145.60	$914.55
REPLACEMENT COSTS							
Est. vols./year			12	12			
JBC cost per volume		$65	$780.00			$780.00	$780.00
TML cost per volume		$170		$2,040		$2,040.00	$2,040.00
Locate bound volumes	0.333	$7.90	12	12	$189.60		$189.60
Order/receive volumes	0.167	$7.90	12	12	$189.60		$189.60
Physical processing	0.330	$5.07	12	12	$121.68		$121.68
Relink volumes	0.008	$7.90	12	12	$189.60		$189.60
Update OCLC	0.033	$7.90	12	12	$189.60		$189.60
Update ALIS	0.017	$7.90	12	12	$189.60		$189.60
TOTAL: Replacement Costs			$780	$2,040	$1,069.68	$2,820.00	$3,889.68
GRAND TOTAL BOUND PERIODICAL COSTS					$11,133.63	$5,325.60	$16,459.23

CURRENT PERIODICALS (OPEN STACKS) -- ON-GOING COSTS

	COMPUTATION OF COSTS				YEARLY		
	Work Rate per hr.	Cost/Unit or Cost/Hr. (w/fringe)	JBC	TML	Staff Costs	Operating Costs	ALL COSTS
TATTLE-TAPE NEW ISSUES							
Est. issues/year			35,000	24,000			
Purchase tattle-tape		$0.096	$3,354	$2,300		$5,654.17	$5,654.17
Insert tattle-tape	0.008	5.07	292	200	$2,492.75		$2,492.75
Total costs			$3,354	$2,300	$2,492.75	$5,654.17	$8,146.92

SUMMARY COSTS

	Staff Costs	Operating Costs	ALL COSTS
ONE-TIME COSTS			
Linking Existing Bound Volumes	$9,295.00	$2,360.00	$11,655.00
ON-GOING COSTS			
Linking New Items	$768.95	$145.60	$914.55
Replacing Lost Volumes	$1,069.68	$2,820.00	$3,889.68
Tattle-taping New Issues	$2,492.75	$5,654.17	$8,146.92
Total On-going Costs	$4,331.38	$8,619.77	$12,951.15
TOTAL: ALL COSTS	$13,626.38	$10,979.77	$24,606.15

The Committee gratefully acknowledges the work of John Duke in the preparation of this Appendix.

APPENDIX E: COSTS RELATED TO BOUND AND UNBOUND PERIODICALS

Section 2: Renovation Costs for Open Stacks (Cabell Library)

PLAN A (SEE ATTACHED FLOORPLAN)

This plan requires building a reading room and moving the service desk and reserves to the rear of the reading room. This has the advantage of monitoring the use of reserve materials and the reading area and also closing off some of the noise from the Microforms area. In this arrangement it is anticipated that most users of Reserves would go to the Service Desk, retrieve their material from the clerk and find a seat in the Reading Room. This plan would require construction of Wall A and removal of section of wall in front of Service Desk.

Wall B is a partition to close off the Reserve section. This plan does not require actual construction of a wall because the shelving would be positioned to provide security, in the same way as the walls on the 3rd floor were built when the JBC Learning Resources Center was expanded.

Partition C is the service desk and this barrier would be removed to allow entry into the current periodicals stacks.

Estimated Costs

Wall A Construction @ $35.00 running ft.	$ 3,150.00
Doors - 3 @ $400 ea.	$ 1,200.00
Move service desk & remove wall above it	$ 1,000.00
Electrical/telephone	$ 500.00
Moving shelving	$ 1,200.00
Additional flat shelving @ $195.00 per double faced section	$ 2,145.00
Total	$ 9,195.00

(Note: This cost estimate does not include staff costs for reshelving of materials.)

PLAN B (SEE ATTACHED FLOORPLAN)

This plan requires no new construction and only minor renovations. It is based on the current practice of permitting use of current journals and reserve materials outside of the Periodical Room. Implicit in this plan is the tattle-taping of journals since current procedures require holding the user's ID, which open stacks would not allow.

Reserves would remain in the area it presently occupies but would be closed off by extending the shelving to the back wall and using the service desk as a barrier. Moving the service desk as shown in the drawing would open the current journal stacks to the public.

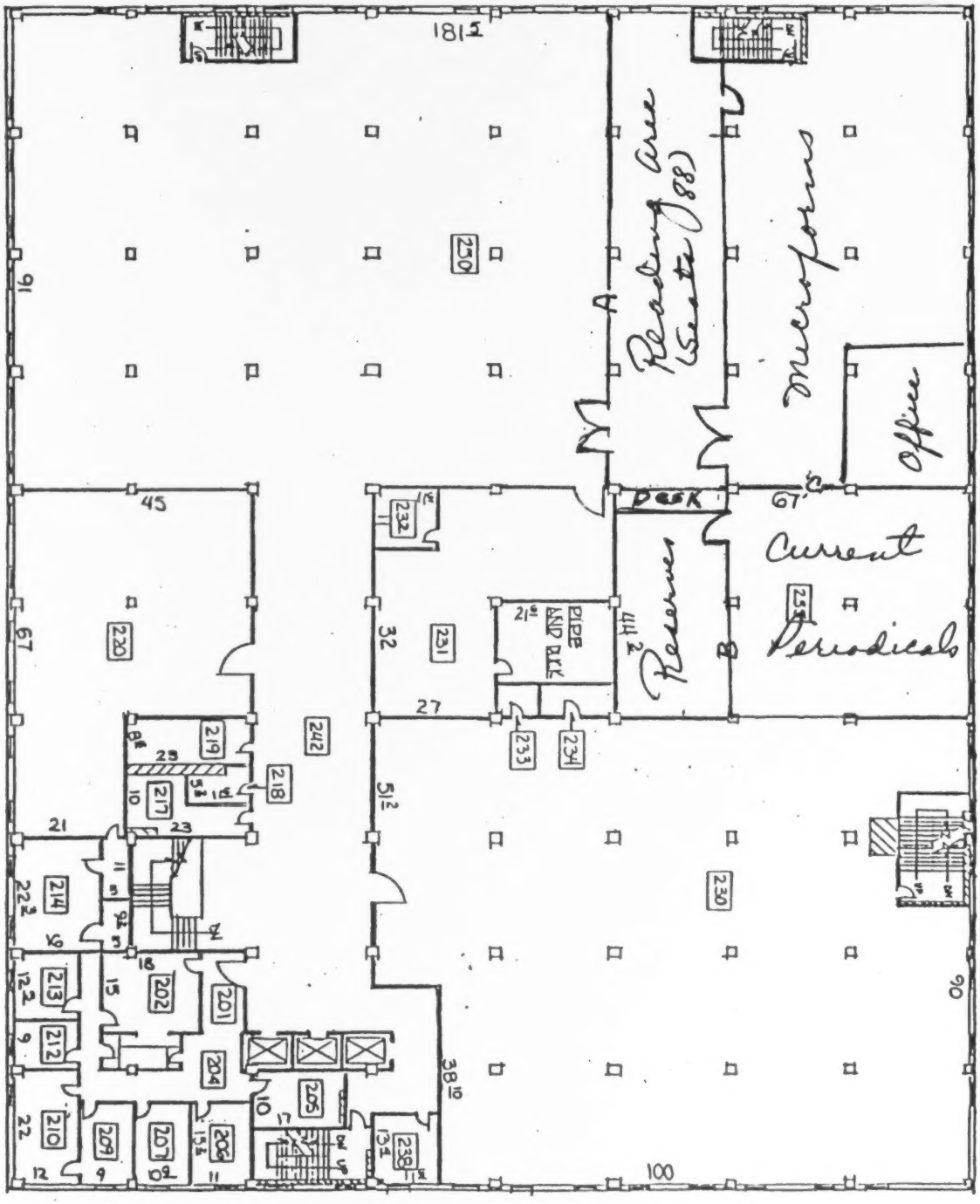
One new range of shelving would be required since, in the present configuration, Reserves and journals share a range. This plan also has the advantage of minimizing moving any existing shelving.

Estimated Costs

Move desks and install in new location	$ 400.00
Move shelving	$ 200.00
Additional shelving	$ 2,145.00
Electrical/telephone	$ 500.00
Total	$ 3,245.00

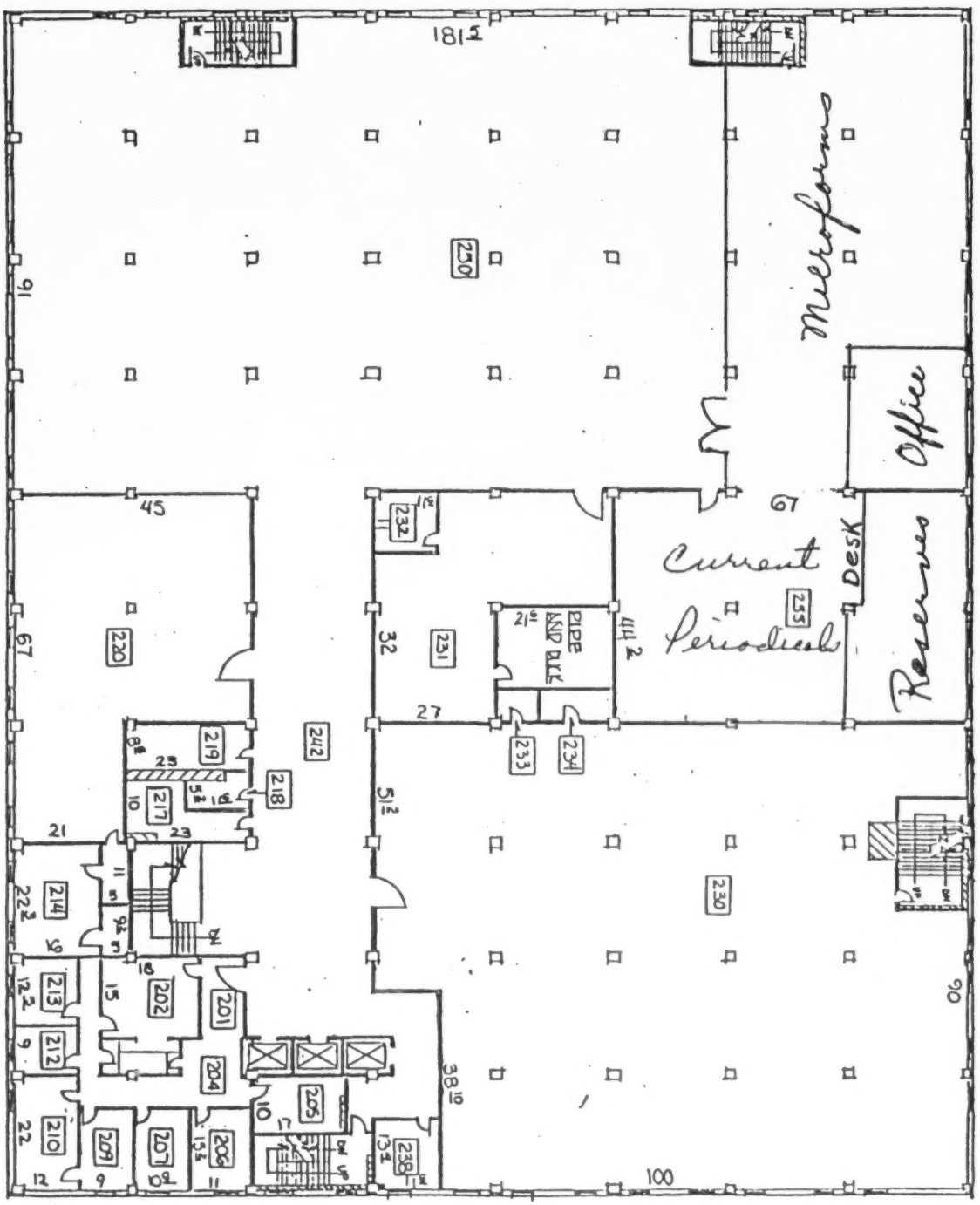
This appendix was prepared by Virginia Crowe. The committee gratefully acknowledges the work of Joseph Andrews, who assisted in the preparation of this Appendix.

PLAN A



SECOND FLOOR PLAN	JAMES BRANCH CABELL LIBRARY	SCALE	1"=30'
VIRGINIA COMMONWEALTH UNIVERSITY	901 PARK AVE.	DRN. BY	Clovia Lee
ACADEMIC CAMPUS	BLDG. NO. 138	DATE	7/27/92

PLAN B



SECOND FLOOR PLAN	JAMES BRANCH CABELL LIBRARY	SCALE	1"=30'
VIRGINIA COMMONWEALTH UNIVERSITY	901 PARK AVE.	DRN. BY	Gloria Lee
ACADEMIC CAMPUS	BLDG. NO. 138	DATE	7/27/82